

# NOTICE

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Compaq A1500  
First Edition (August 2000)



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# Using This Guide

## Text Conventions in This Guide

The examples below identify and explain specially formatted text that is used throughout this guide.

- The names of your keyboard keys, A1500 control panel buttons, and certain software instructions appear in a bold type. For example, **Home**, **End**, **Tab**, **Start**, **Setup**, or **Cancel**.
- Some keys must be pressed at the same time to perform a task. We show this with the key names and the plus (+) symbol; for example, **Ctrl+Home**.
- When we discuss hard drives and diskette drives, we use capital letters to identify the drives; for example, drive **A**.
- Software is stored in directories on the hard drive. These directories are called folders. We also show them in capital letters, for example, **MY FOLDER**.
- Sometimes, you will need to type information *and* press the **Enter** key. You will be told to "enter" this information.
- Sometimes, you will need to type information without pressing the **Enter** key. You will be asked to "type" this information.
- Sometimes you will enter a command into a text box. This is similar to older operating systems. We show these commands in lower case and bold type; for example, **install** or **a:\install**.

## Special Messages

The following words and symbols have special meaning in this guide:



Text set off in this manner presents specific instructions, commentary, sidelights, or interesting points of information.



**CAUTION:** Text set off in this manner indicates that failure to follow directions could result in equipment damage or loss of information.

## Locating Help

Compaq provides you with several resources to help you learn about your Compaq A1500. A few of these resources are:

## Basic Troubleshooting

The Basic Troubleshooting chapter of this guide shows how to fix many common All-In-One related issues.

## Index

Look for specific topics in the index at the end of this guide. Look for a topic by name, such as "printer" or, try looking for the action word, such as "printing a file."

## Service and Support

If you need further technical support, you can contact Compaq using our Internet site, or by telephoning one of our technical support centers. Our web site is located at

**www.compaq.com**

Compaq's Technical Support telephone numbers, by region, are located in the Limited Warranty Statement.



Be sure you know the serial number for your A1500 before you call technical support. The serial number is located on the rear of the machine. Write this number below for future use.

---

### Model and Serial Numbers

---

Model Number: A1500

Serial Number: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

Store Name: \_\_\_\_\_

---

## Getting Additional Help

### Application Help

Many software programs or applications have Help files. To access Help for a specific application, you need to be using that program. Click **Help** on the menu bar, or press the **F1** key.



# Getting Started

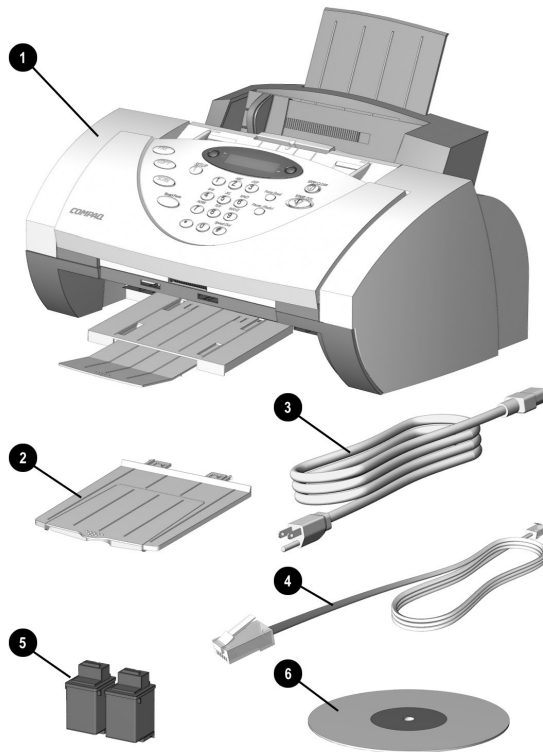
## Step 1: Unpack the Box

When unpacking the box containing your Compaq A1500 All-In-One, make sure that all of the items listed below are included. If there are any missing or damaged parts, return the All-In-One in its original packaging to the place of purchase.

---

### Box Contents

---



- 1 One Compaq A1500 All-In-One—use the All-In-One for all of your printing, faxing, copying, and scanning needs.
- 2 One document exit tray—supports the original document when faxing, copying, or scanning is complete.
- 3 One AC power (electrical) cord—plugs into the rear of the All-In-One to supply electrical power.
- 4 The telephone cord—plugs into the A1500 telephone line jack.
- 5 Two ink cartridges—1 color cartridge and 1 black cartridge.
- 6 CD-ROM—contains the software drivers and application software required to operate the A1500.

#### Not Shown:

- One copy/scan sleeve—for faxing, copying, and scanning. Protects photographs to be scanned. Also allows you to scan irregular size paper.
- Documentation—provides the information required to set up, operate, and maintain the A1500. Your documentation also provides important safety information, your Limited Warranty Statement, and troubleshooting tips.

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### Purchase Separately

---



Printer cable—The Compaq A1500 uses a standard USB cable (A Plug/B Plug). This cable is not included with your All-In-One and must be purchased separately.



Photo cartridge —The color cartridge that comes with your A1500 will provide excellent near photo-quality color printing. However, an optional photo cartridge is also available for even higher quality results. You may purchase this cartridge separately.

---

## Step 2: Choose a Location for the A1500

To help guarantee trouble-free operation of your A1500, place it on a flat, stable surface. Leave enough space behind and in front of the A1500 to allow for easy paper loading, document removal, and for opening the control panel.



**CAUTION:** Do not place the A1500 in direct sunlight, near heat sources or air conditioners or in dusty or dirty environments.

## Step 3: Prepare the A1500 for Use

When you take the A1500 out of the box, note that it was packaged to protect it during shipping. Before you use the A1500, make certain that you remove all of the following items:

- Tape
- Packing materials



**CAUTION:** For instructions on removing the packing material, see the Compaq A1500 All-In-One setup poster.

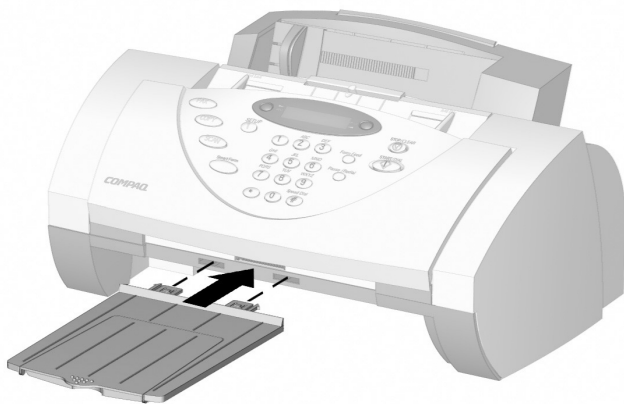
## Step 4: Set Up the Document Trays

The A1500 uses several trays to support your paper documents.

### Document Exit Tray

To install the document exit tray:

1. Align the latches on the tray with the slots on the front of the All-In-One.
2. Slide the tray latches into the appropriate slots until the latches lock into place.



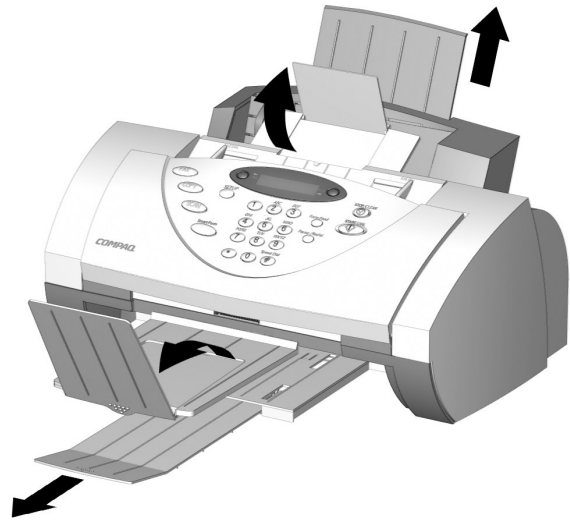
*Installing the document exit tray*

## Extend the Document Trays

The A1500 ships with the document input/exit tray already installed.

To support documents before and after printing, faxing, copying or scanning, remove the packing tape and extend all of the trays by pulling up and unfolding the extensions.

The A1500 appears as illustrated:



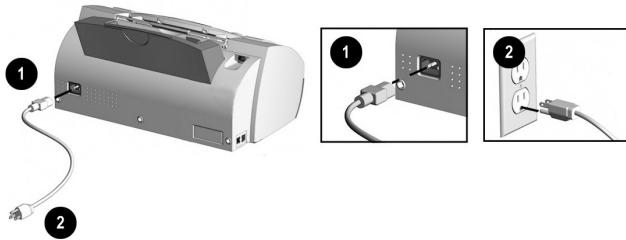
*Extending the paper trays*



## Step 5: Connect the AC Power Cord

This section shows you how to connect the A1500 to the electrical outlet using the AC power cord.

1. Connect one end of the AC power cord into the back of the A1500.
2. Connect the other end into a standard AC power outlet (120V, 60Hz).



Connecting the AC Power Cord



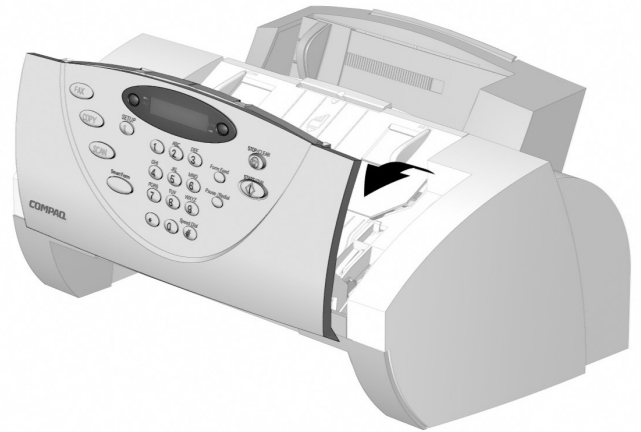
**CAUTION:** Make certain that you plug the cord into a grounded (three-prong) wall outlet. Using an outlet that is not grounded may damage the A1500.

After you have plugged in the A1500, the date and time may be blinking on the display. Your PC sets and maintains the date and time for you. However, if you are using the A1500 as a standalone machine, see “Setting Date and Time” in the *Common Procedures* chapter.

Compaq recommends that you leave the A1500 on at all times. The A1500 goes into an energy saving mode when not in use. However, if you want to turn off the A1500, unplug the power cord.

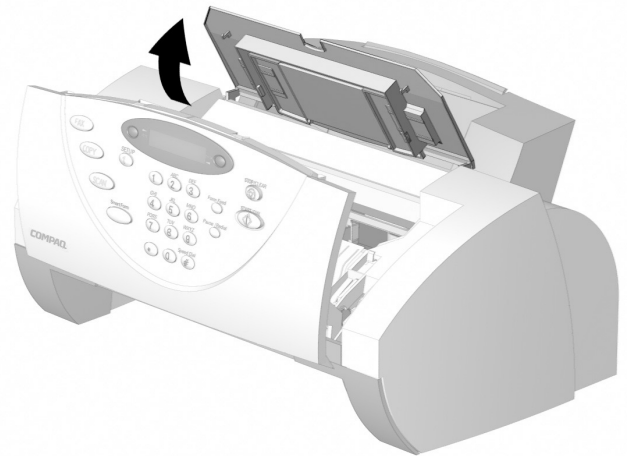
## Step 6: Install the Ink Cartridges

1. Lift the control panel by grabbing the panel along the top edge.
2. Pull the control panel forward.



Lifting the control panel

3. Lift the ink cartridge access door. For better access, stow the document input tray away. The cartridge carriage will move to the center.



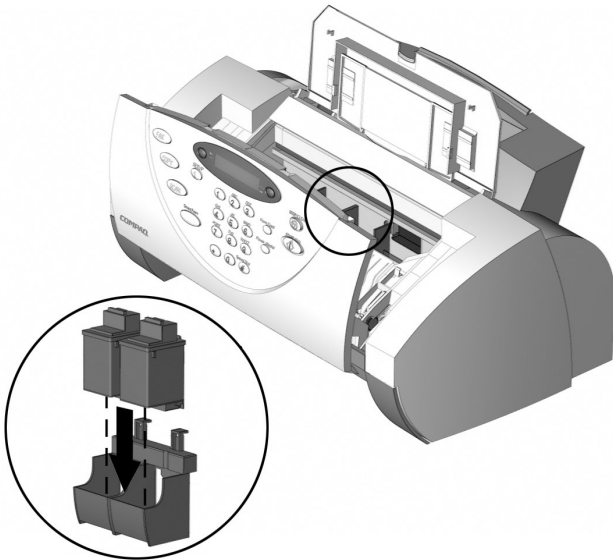
Lifting the ink cartridge access door

4. Remove the new ink cartridge from its packaging. Hold the ink cartridge by the black areas or colored top only.
5. Remove the tape covering the print head by carefully pulling on the yellow tab. Be sure to remove all of the tape.




**CAUTION:** Do not touch the gold contact area of the print cartridge.

6. Insert the bottom of the black ink cartridge into the right carriage slot. Press back until the cartridge snaps firmly into place.



*Installing the printer cartridge*

7. Insert the bottom of the color ink cartridge into the left carriage slot. Press back until the cartridge locks firmly into place.

 If the ink cartridges move loosely in the carriage, they are not locked into place. They are also color coded to help with their installation..

8. Close the ink cartridge access door and the control panel. Press firmly at the top center of the control panel until it snaps closed. The following message displays on the LCD panel:




9. Press **Start**.

An Cartridge Alignment page will print. Once it has finished printing, you will be prompted to enter values to properly align your cartridges. This is necessary for optimal print quality. See “Aligning Print Cartridges” in the *Common Procedures* chapter of this guide for instructions on entering the alignment values.

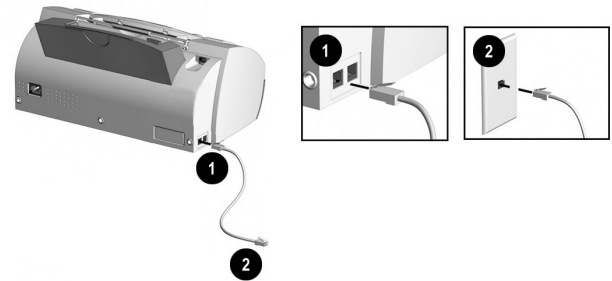
## Step 7: Connect the Telephone Line Cord

This section shows you how to connect the telephone line cord to the A1500. You may also choose to add an extension telephone, answering machine or computer modem. If you have a single telephone line, this allows you to use your telephone when you are not faxing.

 For more information on connecting an extension telephone or other optional equipment to the A1500, see the “Alternate Setup” section.

To connect the telephone line cord:

1. Plug one end of the telephone line cord into the socket marked LINE on the left side of the A1500.
2. Plug the telephone line cord into a standard telephone wall jack.



*Connecting the Telephone Line Cord*

## Step 8: Check Phone Line

If you have connected the telephone line, press **Start**. You should hear a dial tone. If you hear a dial tone, you are properly connected. Press **Stop** to hang up.

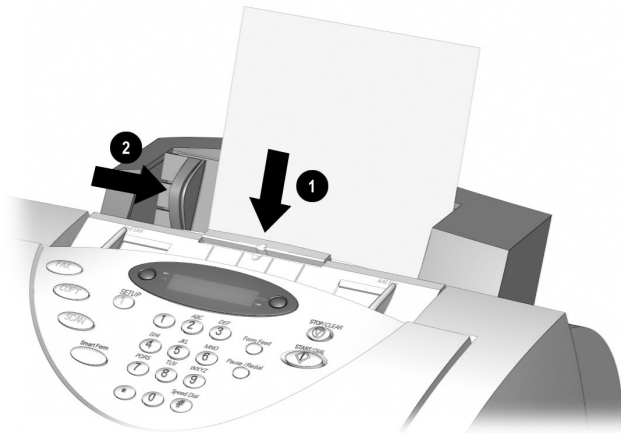
If you do not hear a dial tone, verify that the telephone line cord is connected securely into the wall and into the socket of the A1500 marked LINE.

## Step 9: Load Paper

You can load up to 100 sheets of plain paper into the paper input tray.

To load paper into the A1500:

1. Insert the paper into the paper input tray. Make certain the side you want to print on is facing you. Orient the head of the paper so that the head is facing down.
2. Align the paper with the paper guide. Squeeze the left paper guide and move it to the right to match the width of the paper.



### Inserting paper into the A1500

The A1500 emits warning beeps or tones when the paper tray is empty due to one of the following reasons:

- The paper does not load when starting to print a job.
- The printer runs out of paper while printing.

The LCD panel will then display the following message:

**ADD PAPER THEN  
PRESS FORM FEED**

To start or continue the print job, install more paper into the paper input tray then press the **Form Feed** button.

**IMPORTANT:** If you load any paper other than 8 1/2" by 11"-sized paper into the paper input tray, you must change the default paper size. Change the default paper size in the printer software and on the A1500

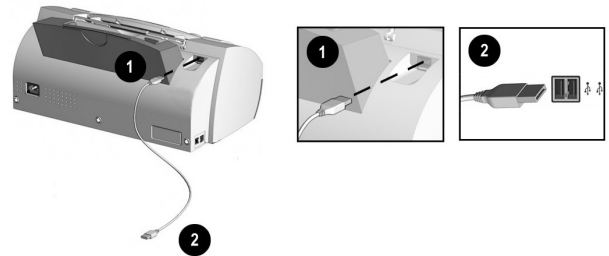
before printing on that paper. See the "Loading Different Sized Paper" section of the *Common Procedures* chapter for instructions. The software must be installed before the paper size may be set in the printer software.

## Step 10: Connect the USB Printer Cable

**IMPORTANT:** The printer cable is not included with your unit. You must purchase a USB cable separately.

To connect the USB printer cable:

1. Connect one end of the USB printer cable to the printer port on the rear of the A1500.
2. Connect the other end of the USB printer cable to the USB printer port on the front or rear of your computer.



### Connecting the USB Printer Cable

**IMPORTANT:** If your computer is on when you connect the USB cable, Windows will detect the Compaq A1500 and will ask you for the driver disk. Select the **Cancel** button on the dialog that appears.

You are now ready to start the software installation. Proceed to the *Compaq A1500 Software Installation* chapter that follows.



# Compaq A1500 Software Installation

Although your Compaq A1500 can be used as a stand alone copier and fax machine, you will get the greatest benefit from your A1500 by connecting it to your computer and installing the included software.

Installing the software will allow you to:

- Print from your computer
- Scan images to your computer
- Send images and faxes through email
- Adjust the Compaq A1500 settings
- Use the innovative Compaq Control Form
- Upload image albums to the internet
- Scan documents for word processing
- And more!

## Description of Programs and Drivers

The software is located on the A1500 Drivers CD. The A1500 Drivers CD includes the following software:

### Printer Driver

The printer driver tells the computer what kind of a printer you are using and controls the various settings, such as print quality and paper type. You define these settings within the printer driver, which then communicates the settings to both the computer and the printer.

### Scanner Driver

The scanner driver allows you to scan images from any graphics or OCR (Optical Character Recognition) applications program that supports the TWAIN standard; for example, *Kodak Imaging*, *Microsoft Paint*, etc.

### Compaq A1500 Utilities

The Compaq A1500 software allows you to control how you want to use your Compaq A1500 to print, fax, copy, and scan.

With the utility software, you can change your Compaq A1500 settings, set your scanning applications, enter your Speed Send lists, and send faxes to email recipients.

You can also use the Compaq Control Form to automate common scanning, copying, and faxing tasks.

### Media Browser

Use Media Browser to manage your images. Create image albums, enhance your images, and post your albums to the internet.

### ReadIRIS (OCR)

With ReadIRIS, you can scan documents and convert them to text. Load the text files into your favorite word processor for editing.

## System Requirements

Before you start, make sure you have the minimum computer setup:

- 486 processor (recommend Pentium 100 or better for optimum performance).
- Microsoft Windows 98 Second Edition, Windows Millennium, or Windows 2000.
- 32 MB RAM (64 MB RAM or more for optimum performance, and 128 MB or more for scanning large images).
- 40 MB available hard drive space (100 MB for a full installation).
- Additional minimum of 100 MB free hard drive space recommended for full-color scanning.
- CD-ROM drive required for software installation.

**IMPORTANT:** The Compaq Limited Warranty excludes the use of the A1500 outside of the country of purchase. See your Limited Warranty Statement for more details.

## Installing the Software

Before you start, make sure your computer meets or exceeds the system requirements for the drivers and application programs you want to install. See “System Requirements” listed above.

To install the Compaq A1500 software

1. Turn on your computer and let it complete its start up into Windows.
2. Plug in the A1500 power cable, then connect the USB cable to the PC.
3. Windows then detects new hardware.



**IMPORTANT:** For proper software installation, you **MUST** cancel the Add New Hardware wizard!

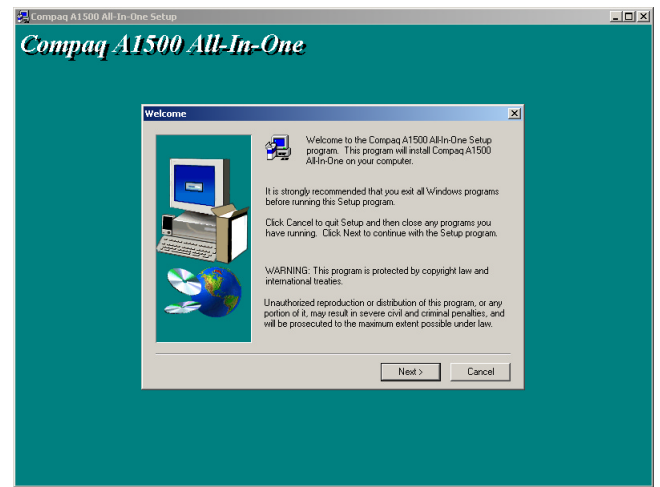
Windows detects that you have installed the Compaq A1500 and asks you for the Driver disk. Select the **Cancel** button on the above dialog. If you are starting Windows for the first time, Windows asks you to select a printer. Again, select **Cancel**.

4. Put the CD in the CD-ROM drive. The installation will start after a short period of time.

If the CD does not run automatically, you will need to start it yourself:

- Click **Start→Run**.
- Type **x:\setup.exe**  
(where x is the drive letter for your CD-ROM drive)
- Click **OK**.

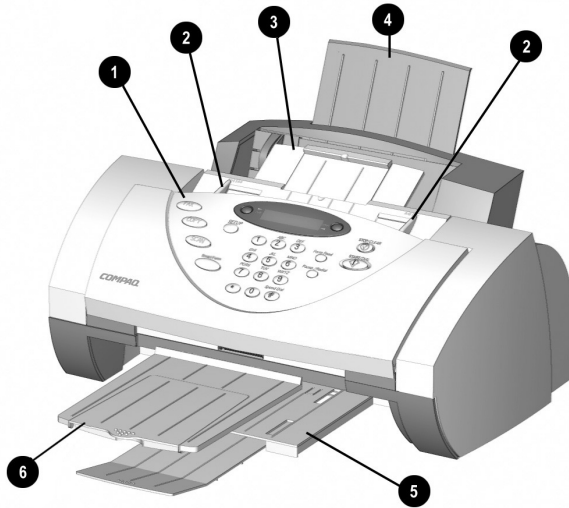
5. When the A1500 setup screen appears, follow the on-screen instructions to complete the software installation.



# Compaq A1500 Controls and Features

## Control Locations and Functions

Take a moment to become familiar with the main components of your A1500.



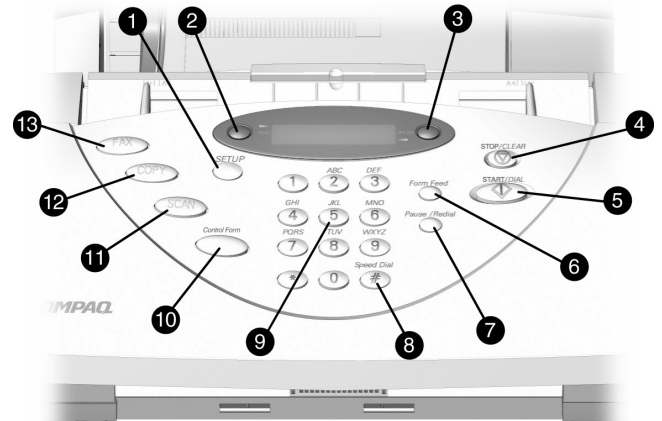
Front view of the A1500

### Controls

1	Control Panel	Accesses the functions of the A1500.
2	Document Input Guides	Aligns original document for faxing, copying, or scanning.
3	Document Input Tray	Supports documents for faxing, copying, or scanning.
4	Paper Input Tray Extension	Supports paper.
5	Paper Exit Tray	Holds printed pages.
6	Document Exit Tray	Holds original documents that have been fed through the A1500 scanner.

## Control Panel

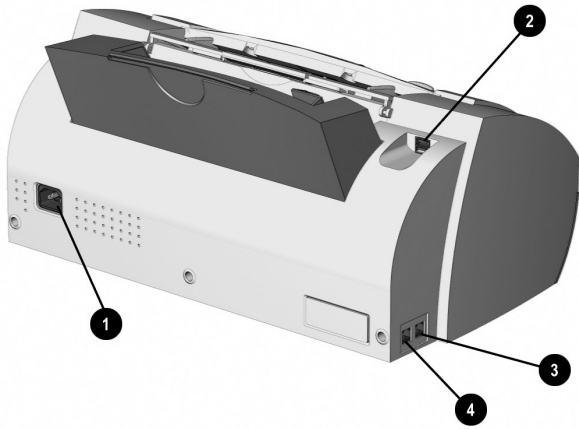
The control panel is located on the front of the A1500.



### Control Panel Features

1	Setup	Provides menus to access the system setup, cartridge maintenance, and print report features.
2	Menu	Displays features for each operation.
3	Options	Changes the settings for that feature when pressed after the menu button.
4	Stop/Clear	Halts an action or clears an incorrect value. When multiple jobs are running, use the <b>Option</b> button to select a job. Press <b>Stop</b> to stop it or <b>Start</b> to let the job continue.
5	Start/Dial	Begin a selected action, such as faxing. Press this button first for On Hook Dialing (OHD).
6	Form Feed	Use to continue printing after reloading the paper tray when it runs out of paper during a print job. Also removes paper if paper does not exit completely after printing.
7	Pause/Redial	Adds a three-second pause when dialing or dials the last number called.
8	#/ Speed Send	Enters the “#” symbol when dialing. If pressed when system is in the idle state, this button provides access to the Speed Send menu (Send to Fax or Email.)
9	Keypad	Dials a number or selects a value for printing copies.
10	Compaq Control Form	Prints out the Compaq Control Form or starts a task using this form.
11	Scan	Creates electronic files on your host computer from hardcopy documents.
12	Copy	Copies a document.
13	Fax	Use to fax a document.

## Rear View



---

### Rear View Features

---

- |   |   |
|---|---|
| 1 | AC power cord connector.                                |
| 2 | USB port (top right).                                   |
| 3 | Extension (EXT) Line to telephone or answering machine. |
| 4 | Telephone (LINE) to wall jack.                          |
-



# Common Procedures

This section describes several common procedures that you will need to operate your Compaq A1500. These procedures include:

- Using the A1500 Monitor Program
- Using the A1500 Settings Utility to set up Print, Fax, Copy and Scan operations including Speed Send and Control Form
- Changing Default Settings
- Setting the date and time
- Printing reports
- Changing, aligning, and cleaning print cartridges
- Installing and using the photo cartridge
- Loading different sized paper
- Printing on envelopes
- Calibrating the scanner
- Using the SETUP button on the control panel

## Using the A1500 Monitor Program

The A1500 can only get assistance from the PC to run PC assisted tasks when the A1500 Monitor Program is running.

The following A1500 tasks require PC assistance:

- Speed Send operations that include email addresses and destinations
- All scan operations
- Control Form jobs

For more details on using these procedures, go to the appropriate chapter in this guide; for example, *Faxing*, *Copying* or *Scanning*.



It is not necessary to have the A1500 Monitor Program running for any Print, Copy, or Scan operations initiated from your PC.

Once the printer is powered and connected to the PC by the USB cable and the software is installed, the A1500 monitor program will start running when the system is powered up. When the A1500 Monitor Program is running, the following icon will appear in the system tray.



If a PC assisted task is in progress, the icon is animated.



While your cursor is over the icon, click the left mouse button to bring up the A1500 Settings utility. For more details on using the utility, see “Compaq A1500 Settings Utility” later in this chapter.

Right click on the icon to display the Monitor menu. From the menu, you can access the Settings Utility, the Printer Control Program, or the Printer Properties. You can also choose to shut down the A1500 Monitor Program. This is useful if you want to disable the A1500 from using the host PC.

If the A1500 is not connected or there is a communication problem, a red ‘X’ will appear on the above icon.


## Changing Default Settings

The computer-based Compaq A1500 Settings Utility provides a simple user interface to change and set up the following features of the A1500:

- Print
- Fax
- Copy
- Scan
- Speed Send
- Compaq Control Form

To access the A1500 Settings Utility, use either of the following methods:

- Click **Start**→**Programs**→**Compaq A1500 All-In-One**→**Compaq A1500 Settings Utility**.
- or-
- Left click on the A1500 Monitor Program icon located in the system tray.


 For more details on the default settings, see the “Compaq A1500 Settings Utility” section later in this chapter.

## Stand Alone Operation

When the A1500 is not connected to a computer, or the computer is not on, the A1500 can perform the following tasks:


- Send and receive faxes.
- Make black and white or color copies
- Support the following setup functions:
  - Change, clean and align the cartridges
  - Print reports
  - Change the receive mode
  - Select paper size and fax receive print quality

For more details on using these procedures, go to the appropriate chapter in this guide; for example, *Faxing*, *Copying*, *Scanning* and “Control Panel Setup Button.”

 If you attempt a task that requires the PC while the PC is not available, the A1500 will display a “PC not available” message.

## Setting the Date and Time

A blinking date and time in the LCD panel will indicate that there has been a power failure. If power is lost for more than an hour, the correct time will be lost.

 When the PC is connected it can automatically detect this condition and reset the date and time for you.

The date and time can be set from the computer using the Compaq A1500 Settings Utility or from the A1500 control panel.

### Setting the Date and Time using the Settings Utility

To change the date and time from the computer:

1. Run the Compaq A1500 Settings Utility by clicking on the A1500 Monitor icon.
2. Select the **Fax** button.
3. Select the **Advanced** button.
4. Select the check box to “Get date and time from the computer.” Alternately, if this box is not checked, you can enter the date and time.
5. Close the Settings Utility to update the time on the A1500 display.

### Setting the Date and Time using the A1500

You can set the date and time from the A1500 control panel when the A1500 is used in standalone mode, using the following steps:

1. Press the **Setup** button. Date and time is the first menu item in the **Setup** menu.
2. Enter two digits for the month. For example, enter 01 for January. Note that as you enter valid information, the top line displays the updated date and time.
3. Enter two digits for the day. For example, enter 07 for the 7<sup>th</sup>.
4. Enter two digits for the year. For example, enter 00 for 2000, or 01 for 2001.
5. Enter two digits for the hour. For example, enter 02 for 2 PM.
6. Enter two digits for the minute. For example, enter 45.
7. Enter 1 for AM or 2 for PM.

You can also use the **Options** button on the A1500 to step through or skip over the current settings. If you only want to change the hour, press the **Options** button until the hour is displayed and then enter the new hour. Pressing **Stop** at any time uses the last valid date and time entered.

## Printing Reports

### Transmission Report Default Settings

When you send a fax from the A1500, you can choose to:

- Print a report if there is an error sending the fax (this is the default setting)
- Always print a confirmation report
- Never print a confirmation report

To make your selection, use the Message Confirm pull-down box in the **Fax** section of the Compaq A1500 Settings Utility.

### Fax Confirmation Report

From the control panel you can print out a confirmation report for the last fax sent.

1. Press **Setup**
2. Press the **Menu** button once. The LCD panel displays the following message:



3. Press **Start** to print the report.

### Transmission and Reception Logs

Logs for faxes received or sent by the A1500 are stored in the A1500 and can be printed out on request or automatically every 40 transactions. Note that only the last 40 transactions are kept. To print a report, use the following procedure:

1. Press **Setup**.
2. Press the **Menu** button until Print Report displays in the top line of the LCD panel.
3. Press the **Options** button to select the log you want to print.



4. Press the **Start** button to print the report.

Fax logs will be printed automatically if the "Automatically print fax logs" box is checked in the **Advanced Fax Settings** section of the A1500 Settings Utility.

## Speed Send List

The Speed Send List contains all of the current Speed Send names with their fax numbers and/or email addresses.

To print the Speed Send List report, use the following procedure:

1. Press **Setup**
2. Press the **Menu** button until Print Report is displayed in the top of the display
3. Press the **Options** button to select Speed Send List
4. Press **Start** to print the report

To access or edit the Speed Send List, use the A1500 Settings Utility. For more information, see the "Speed Send" and "Control Form Setup" sections in this chapter.

## Self Test

The Self Test Report prints a nozzle test pattern along with some service information that may be required during a service call.

To print the Self Test report, use the following procedure:

1. Press **Setup**
2. Press the **Menu** button until Print Report is displayed in the top of the display
3. Press the **Options** button to select Self Test
4. Press **Start** to print the report

## Changing Print Cartridges



**CAUTION:** When changing cartridges, avoid touching the motor located in the front right corner load area, as it can be hot.

The system can keep track of the ink level in each of the three cartridge types: black, color, and photo. When you tell the system that a new cartridge has been installed, the ink level for that cartridge type is set back to full.

If you tell the system that you are installing an old cartridge, the ink level for that cartridge type is not reset. This allows exchanging the black and photo cartridge as required while maintaining the ink level for both. You can also use the old selection when you take a cartridge out for cleaning. For more information, see the “Cleaning Print Cartridges” section in this chapter.

### Changing Print Cartridges using your Computer

1. Access the Compaq A1500 Printer Control Program by right-clicking the A1500 Monitor icon in your system tray, or by clicking **Start**→**Program**→**Compaq A1500 All-In-One**→**Compaq A1500 Control Program**.
2. Select the **Cartridges** tab.
3. Click the **Install/Change Cartridges** button.
4. Lift the control panel by pulling toward you on the edge nearest the LCD display.
5. Lift the cartridge access door.
6. Replace/install the selected cartridge.
7. Close the cartridge access door.
8. Close the control panel. Press firmly on the top center of the control panel until it snaps into place.
9. Click the button that indicates which cartridge is being installed. If it is a new cartridge, be sure to verify that the correct type is selected: standard or high yield.
10. Installing new cartridges requires an alignment check and an alignment pattern will automatically print. Go to step 4 of “Aligning Print Cartridges from the Computer” in this chapter.
11. When re-installing old cartridges, the alignment procedure is optional.

### Changing Print Cartridges using the A1500

1. Lift the front control panel by pulling toward you on the edge nearest the LCD display.
2. Lift the cartridge access door. Replace/install the selected cartridge. Install the color cartridge in the left position, and the black or photo cartridge in the right position.

3. Close the cartridge access door and the control panel. Press firmly on the top center of the control panel until it snaps into place. The LCD panel displays the following message:

CARTRIDGE?  
NONE CHANGED

4. Press **Start** if you did not change any cartridges. If you changed a cartridge, press the **Options** button until the correct answer displays on the LCD panel. Press **Start**.

CARTRIDGE?  
OLD RIGHT

CARTRIDGE?  
NEW RIGHT

CARTRIDGE?  
NEW LEFT

CARTRIDGE?  
NEW BOTH

5. If you select New Left or New Both cartridges in Step 4, press the **Options** button until the correct answer displays on the LCD panel. Press **Start**.

LEFT CARTRIDGE?  
STD COLOR

LEFT CARTRIDGE?  
HIGH YIELD COLOR

6. If you select New Right or New Both cartridges in Step 4, press the **Options** button until the correct answer displays on the LCD panel. Press **Start**.

RIGHT CARTRIDGE?  
STD BLACK

RIGHT CARTRIDGE?  
HIGH YIELD BLACK

RIGHT CARTRIDGE?  
PHOTO

- If you select Old Right cartridges in Step 4, press the **Options** button until the correct answer displays on the LCD panel. Press **Start**.

RIGHT CARTRIDGE?  
OLD BLACK

RIGHT CARTRIDGE?  
OLD PHOTO

- If any new cartridges were installed, then an alignment is required. An alignment pattern automatically prints. Go to step 6 of “Aligning Print Cartridges” in the next section below.

## Aligning Print Cartridges

Cartridge alignment can be done from the computer by using the Compaq A1500 Printer Control Program, or from the A1500 front control panel.

The print cartridges should be aligned after installing a new print cartridge or if the black portions of graphics do not align with the color portions. The alignment pattern automatically prints after installing a new cartridge.

### Aligning Print Cartridges using the Computer

To print the alignment pattern:

- Access the Compaq A1500 Printer Control Program by right clicking on the A1500 Monitor icon, or by clicking **Start**→**Programs**→**Compaq A1500 All-In-One**→**Compaq A1500 Control Program**.
- Click the **Cartridges** tab on the A1500 Printer Control Program.
- Click the **Align Cartridges** button. The alignment test page will print and the “Ink Cartridge Alignment” dialog box will appear on your screen.
- Enter the alignment information.
- Depending on the cartridge combination you have installed on your printer, the A1500 prints a test page with two or more alignment patterns similar to those shown below. Each pattern has a number

under it. Your pattern may have more letters than those shown below.

**A**

} } } } } | { { { {  
0 1 2 3 4 5 6 7 8 9

**B**

— 0 — 1 — 2 — 3 — 4 — 5 — 6 — 7

**C**

| } | } |  
1 2 3 4 5

**D**

| } | } |  
1 2 3 4 5

- Locate the number under the alignment pattern that comes closest to forming a perfectly straight line from each group on the test page. For example, in sample group **A** above, pattern 5 comes closest to forming a straight line.
- Enter the number you chose as the appropriate alignment setting for each group in the dialog box. Use the **Up** and **Down** arrow keys.
- Click **OK** after you have entered a number for each of the groups.

### Aligning Print Cartridges using the A1500

To print the alignment pattern:

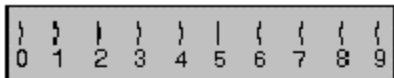
- Press **Setup**.
- Press the **Menu** button until the following message appears on the LCD panel:

MAINTENANCE?  
CARTRIDGE ALIGN

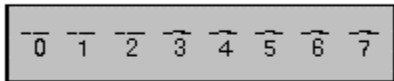
- Press **Start**. The Cartridge Alignment page prints.
- Enter the Cartridge Alignment information. Depending on the cartridge combination you have installed in your printer, a test page with one or more alignment patterns similar to the ones shown

below is printed. Each pattern has a number under it.

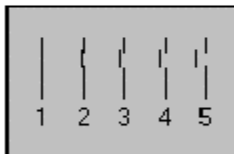
**A**



**B**



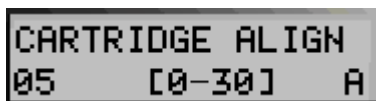
**C**



**D**



5. Locate the number under the alignment pattern that comes closest to forming a perfectly straight line from each group on the test page. For example, in sample group **A**, pattern 5 comes closest to forming a straight line.
6. Enter the 2-digit number on the keypad using a leading 0 for the “A” alignment pattern, if necessary. In this example, press the **0** and **5** buttons. The LCD panel displays the following message:



7. Re-enter the alignment value if an out of range two-digit number was entered.



If the displayed value is correct, press the **Options** button to proceed to the next pattern. Use the **Clear** button if you make a mistake and need to back up.

8. Repeat steps 6 through 8 for the remaining printed out patterns. Note that the number of patterns printed depends on the cartridge types installed.

## Cleaning Print Cartridges

There are approximately 200 nozzles on each of the cartridges. Depending on the cartridge type, the nozzles are all one color (black) or split into 3 groups of different colors (color or photo).

Cleaning the ink jet nozzles on the print cartridges improves the print quality.

There are several situations that can result in some of the nozzles not working properly.

- If the cartridge is new, it may take a couple of cleaning cycles to get all of the nozzles working.
- If the printer has not been used for an extended period of time, the cartridges may not function properly.
- A build up of ink on the bottom of the cartridge may affect the cartridge performance.
- If the cartridge is running out of ink, the cartridge will not function properly. In this case, cleaning the cartridge will not help the nozzles to fire. You must replace the ink cartridge.

There are two methods to clean the ink cartridges:

- Clean and nozzle test, which can be done from the A1500 control panel or the computer.
- Wiping the print cartridge nozzles.

### Cleaning the Cartridges using the Computer

1. Access the Compaq A1500 Printer Control Program by right clicking on the A1500 Monitor icon, or by clicking **Start→Programs→Compaq A1500 All-In-One→Compaq A1500 Control Program**.
2. Click the **Cartridge** tab, then click on the **Clean Print Nozzles** button. The cleaning pattern prints.

### Cleaning the Cartridges using the A1500

1. Press **Setup**.
2. Press the **Menu** button until the following message appears on the LCD panel:

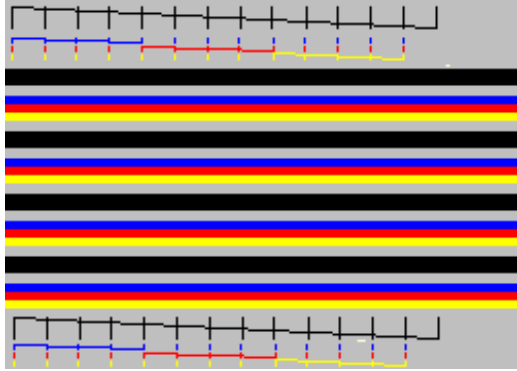


3. Press **Start**.

## Checking the Cartridge Cleaning Printout

1. Examine the test pattern.

The example below shows a test pattern of all nozzles functioning correctly. The first pattern printed in each group is from the black (or photo) cartridge. The second one is from the color cartridge.



2. Compare the diagonal line above the printed bars to the diagonal line below the printed bars.

Look for a break in the diagonal lines. A broken line indicates clogged nozzles.

If the bottom line still has breaks, but fewer than the top line, run the test two more times. If the print quality is satisfactory after running the test three times, the print nozzles are clean. You do not need to complete the remaining steps.

If the print quality of both lines is not satisfactory after running the test three times, perform the following steps:

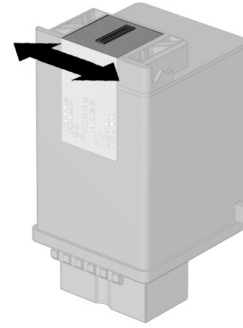
- a. Remove and reinstall the print cartridge. For more information, see the “Changing Print Cartridges” section in this chapter.
- b. Repeat the nozzle test.
- c. Wipe the print cartridge nozzles if the lines are still broken.

## Wiping the Print Nozzles

Wipe the print nozzles only if you have already cleaned the print nozzles but the print quality is still not satisfactory.

Wiping the print nozzles removes dried ink from the nozzles. To wipe the print nozzles:

1. Remove the print cartridge from the printer.
2. Use a dry tissue to gently clean the entire copper-colored area including the nozzles and contacts.



### Cleaning the print cartridges

When cleaning the color print cartridge, wipe the nozzles in one direction so the colors do not mix.

To dissolve dried ink, hold a damp cloth against the nozzles for about three seconds. Gently blot and wipe dry.

1. Allow the copper-colored area to dry.
2. Reinstall the print cartridge and repeat the nozzle test.



Be sure that you select **Old** when re-installing the cartridge. This will ensure the current ink count remains accurate.

3. Remove the cartridge if the nozzle test line is still broken. Wipe the print cartridge carrier contacts with a tissue or soft cloth.

## Installing and Using the Photo Cartridge

The optional photo cartridge gives excellent, near photo quality printing when used in conjunction with specialty coated or photo papers.

When you wish to use a photo cartridge, replace the black cartridge (right carriage position) with the photo cartridge. Store the black cartridge in the case provided with the photo cartridge.

To change the photo or black cartridge, use the install cartridge procedure described in the “Changing Print Cartridges” section of this chapter. To ensure correct ink level records are maintained, always select **old** when installing a used black or used photo cartridge. Use **new** only when installing a new cartridge.

The ink level for one used ink cartridge of each type (color, black, and photo) is tracked. The use of a second old cartridge of the same type disrupts ink tracking and will result in incorrect ink level reporting and possibly lost faxes.

When you have finished using the photo cartridge, immediately swap it with the black cartridge.

The reasons for replacing the photo cartridge with the black ink cartridge are:

- Photo cartridges should be used for printing pictures. Using it for normal faxing and black printing operations will prematurely deplete the black ink in the photo cartridge.
- Printing black with the photo cartridge installed will be much slower than using the black cartridge.
- Normal incoming faxes cannot be printed when the Photo cartridge is installed. They will be saved to memory so you may print them later.



Always store the unused black or photo cartridge in the storage container provided with the photo cartridge.

## Loading Different Sized Paper

The A1500 supports A4, Letter, and Legal sized paper in the paper input tray.

To load paper into the A1500:

1. Extend the paper support on the paper input tray.
2. Insert the paper into the paper input tray. Orient the paper so that the head of the paper is facing down, and the side you want to print on is facing you.
3. Align the paper with the paper guides. Squeeze the paper guide and move it to the right to match the width of the paper.

For standalone copy and fax operations make sure that you select the correct paper size.

## Setting Paper Size using the Settings Utility

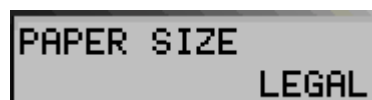
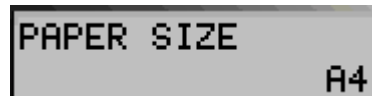
1. Access the Compaq A1500 Settings Utility by clicking on the A1500 Monitor icon, or click **Start→Programs→Compaq A1500 All-In-One→Compaq A1500 Settings Utility**.
2. Select the **Fax** button.
3. Select the size of the paper from the Paper Size drop down box.
4. Close the Settings Utility.

## Setting Paper Size using the Front Panel

1. Press **Setup**.
2. Press the **Menu** button until the following message appears on the LCD panel:



3. Press the **Options** button until the desired paper size appears on the LCD panel.



4. Press **Stop** to return to the ready state. The last paper size displayed is the size that will be used.

## Setting the Paper Size for Computer Printing

1. Open the PRINTERS folder by clicking on **Start→Settings→Printers**.
2. Click with the right mouse button on the **Compaq A1500** icon, then select **Properties**.
3. Select the **Paper** tab.
4. Select the size and type of paper installed.
5. Click **OK**.

## Printing on Envelopes

### Preparing Envelopes for Printing

The following envelopes are not recommended because they may cause jams or smears, or may damage the A1500.

- Envelopes with windows, holes, perforations, cutouts, and double flaps
- Envelopes made with special coated paper or deeply embossed paper
- Envelopes containing letters

### Loading an Envelope

Before you can print on an envelope, you must select the envelope as your paper size. Refer to the printing documentation of your word processing software for instructions on how to do this.

1. Remove the paper from paper input tray.
2. Load envelopes to the right (viewed from front). The side you will be printing on should be facing you.
3. Squeeze and slide the paper guide so that it touches the envelopes.
4. Set up the application to print on the size of the envelope loaded. You can set up the print size from the **Properties** button of the **Print** dialog box.
5. Print the envelope(s).

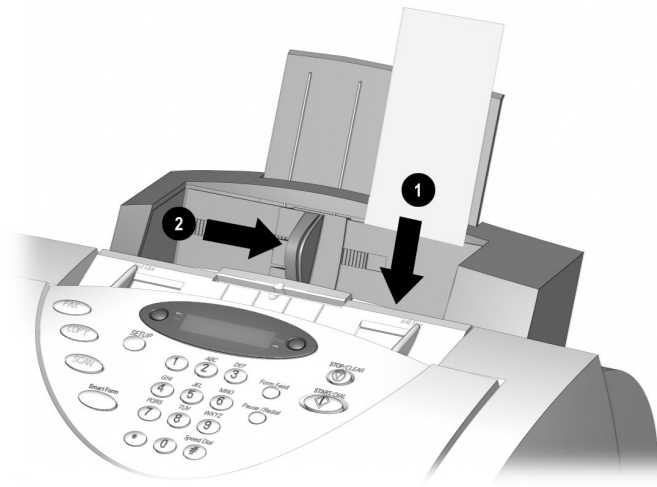


## Calibrating the Scanner

The scanner may need calibrating if you see vertical streaks in your scanned or copied images. This procedure is also recommended after cleaning the document scanner. See the *Maintaining Your A1500* chapter in this guide.

To re-initialize the scanner calibration, complete the following steps:

1. Place a clean, white sheet of paper in the document input tray.
2. Press **Setup** on the A1500 front control panel.
3. Press the **Menu** button twice. MAINTENANCE will appear in the top line.
4. Press the **Options** button twice. SCANNER INIT will appear in the bottom line of the display.
5. Press **Start**.
6. The calibration process will take about one minute.



### *Inserting an envelope*

When printing is complete:

1. Replace the printer paper in the paper input tray.
2. Squeeze and slide the paper guide so that it touches the paper.

## Front Control Panel Setup Button

From the **Setup** button on the All-In-One control panel, you can select the following features. Most of the features along with many more features are available from the Compaq A1500 Settings Utility on your computer.

To access the **Setup** button features:

1. Press the **Setup** button.
2. Press the **Menu** button to cycle through **Setup** button features.
3. Press the **Options** button to change the settings.

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### Setup Button

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Menu	Options	Description
Date/Time	<ul style="list-style-type: none"> <li>• Month/Day/Year</li> <li>• Hour/Minute/AM/PM</li> </ul>	These options allow you to change the date and time.
Print Report	<ul style="list-style-type: none"> <li>• Fax Confirm</li> <li>• Transmit Log</li> <li>• Receive Log</li> <li>• Speed Send List</li> <li>• Self Test</li> </ul>	<p>The Fax Confirm Report prints a report for the last fax sent.</p> <p>The Transmit Log lists the faxes that were sent.</p> <p>The Receive Log lists the faxes that were received.</p> <p>The Speed Send List lists the Speed Send numbers and names.</p> <p>The Self Test checks that the printer is functioning correctly.</p> <p>Press the <b>Start</b> button to initiate the selected report.</p>
Maintenance	<ul style="list-style-type: none"> <li>• Cartridge Clean</li> <li>• Cartridge Align</li> <li>• Scanner Init</li> </ul>	<p>Use Cartridge Clean when the Self Test page shows a clogged nozzle.</p> <p>Use Cartridge Align when the printed text looks jagged.</p> <p>Use Scanner Init to recalibrate the scanner after cleaning the scanner or when vertical stripes are visible in scanned images.</p> <p>Press the <b>Start</b> button to initiate the selected report.</p>
Paper Size	<ul style="list-style-type: none"> <li>• Letter</li> <li>• Legal</li> <li>• A4</li> </ul>	Use this feature for fax printing and standalone copy functions only. The size of paper loaded into the paper input tray should always be selected here.
Ringer Volume	<ul style="list-style-type: none"> <li>• Silent</li> <li>• Low</li> <li>• Mid</li> <li>• High</li> </ul>	<p>Select Silent for quiet fax reception. When selected, error tones are not generated.</p> <p>Use these settings to adjust the ringer volume.</p>
Fax Print	<ul style="list-style-type: none"> <li>• Letter Quality</li> <li>• Draft Quality</li> </ul>	<p>Use Letter Quality for the best quality print.</p> <p>Use Draft Quality to print faster and use less ink.</p>
Fax Forwarding	<ul style="list-style-type: none"> <li>• Off</li> <li>• Forward</li> <li>• Print/Forward</li> </ul>	Fax Forwarding allows you to forward your faxes to another fax machine. Select <b>Off</b> to turn Fax Forwarding off, <b>Forward</b> to forward your faxes, and <b>Print/Forward</b> to print your faxes locally as well as forward them. For more information, see the chapter on <i>Faxing</i> , and the <i>Using the Compaq A1500 Settings Utility</i> chapter.
Fax Receive Mode	<ul style="list-style-type: none"> <li>• Tel</li> <li>• Ans/Fax</li> <li>• Fax</li> <li>• DRPD</li> </ul>	<p>The Tel setting allows you to use an extension telephone and start the fax by pressing *9* on the handset if an incoming fax is heard.</p> <p>The Ans/Fax settings allow an answering machine to be attached to your A1500. When a call comes in, the fax senses the fax tones. If it doesn't sense these tones, then the answering machine allows the caller to leave a message.</p> <p>The Fax setting should be used when the A1500 is attached to a dedicated Fax telephone line.</p> <p>The DRPD mode is available once a distinctive ring pattern is learned.</p>
Setup DRPD	<ul style="list-style-type: none"> <li>• Learn</li> </ul>	Press <b>Start</b> to set the A1500 to learn the next ring pattern. Call the Fax telephone number from another telephone within three minutes. You must have the DRPD Service enabled by your telephone company.

# Using the Compaq A1500 Settings Utility

## Settings Utility Overview

The A1500 Settings Utility allows you to change the default settings of your A1500 All-In-One. For instance, if you make a copy by pressing the Copy button and then Start, the default copy settings will be used.

The default copy setting is Black Normal. If you normally perform color copies, you can change the default to Color Normal instead by using the Settings Utility. You can customize dozens of settings to suit your preferences.

You can always make a temporary change for a specific job (for instance, changing the mode to Color Best while performing a copy). When you are finished with the current job, the A1500 will default back to the settings you have chosen with the Settings Utility.

## Accessing the Settings Utility

There are a number of ways to access the A1500 Settings Utility:

- From the **Start** button:  
Click **Start**→**Programs**→**Compaq A1500 All-In-One**→**Compaq A1500 Settings Utility**.
- From the system tray, left click on the A1500 Monitor icon, as shown below:



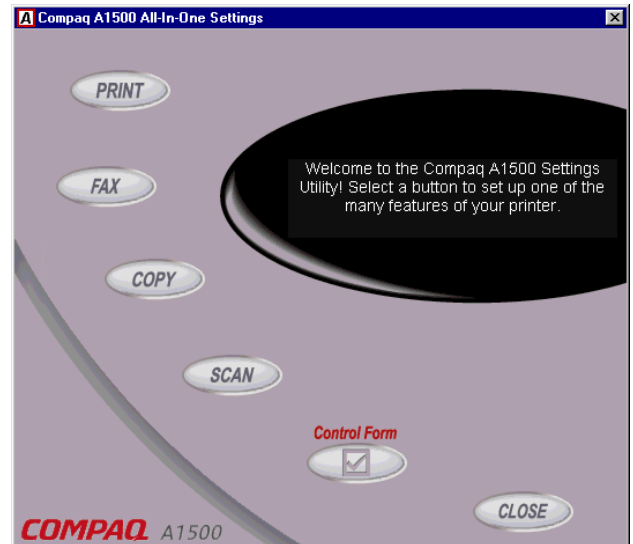
From the system tray, right click on the A1500 Monitor icon, and select **A1500 Settings** from the menu that appears.



*The A1500 Monitor Right Click Menu*

## Main Settings Window

The main settings window is the starting point for accessing all of the A1500 settings. Select one of the buttons to change the default settings of the corresponding All-In-One feature (Fax for Fax settings, Copy for Copy settings, and so on).



*The Main Settings Window*

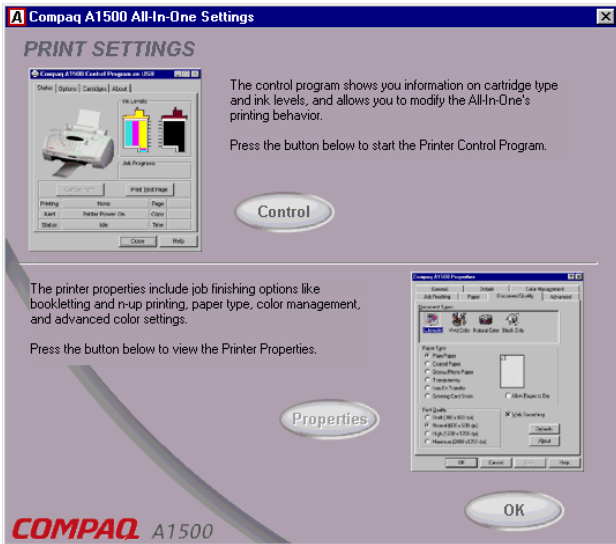


You can make changes to your A1500 settings even when your A1500 is not connected to your computer. Any changes will be sent to the A1500 the next time it is connected.

**IMPORTANT:** Your settings changes are sent to the A1500 after you press the **Ok** button, the **Close** button, or the **[x]** close button.

## Print Settings

Select the Print button from the main settings window to access the Print Settings.



Print Settings Window

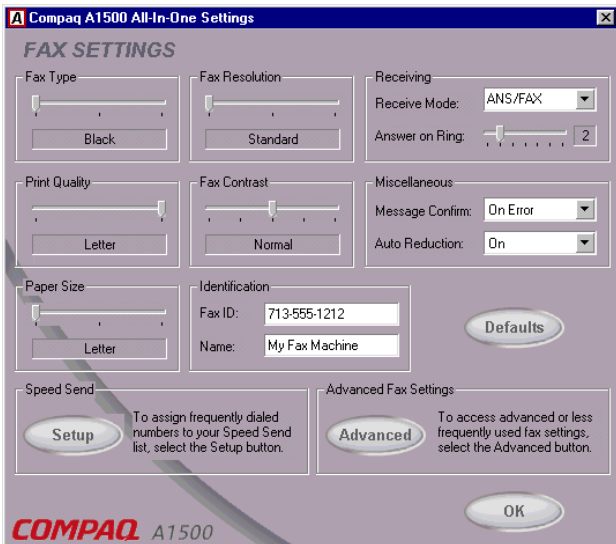
The Print Settings gives you access to the *Control Program* and the *Printer Properties*.



For more information on using the Control Program and Printer Properties, see the **Printing** chapter later in this manual.

## Fax Settings

Select the Fax button from the main settings window to access the Fax Settings.



Fax Settings Window

## Fax Type

The Fax Type determines the type of fax to be sent, either Black, Black Photo, or Color. This will be the format used when sending the fax through email as well.



When sending color faxes, the receiving fax machine will print in color only if it supports color. Otherwise the fax will be sent as a traditional black and white fax.

## Fax Resolution

Select Standard, Fine, or Super Fine resolution.

## Print Quality

When a fax is received, it will be printed using draft or letter quality. If you receive a lot of junk faxes, you should use the Draft setting to reduce the amount of ink used.

## Fax Contrast

Lighten or darken your faxes with Fax Contrast.

## Receive Mode

The Receive mode controls how your fax answers incoming calls. See the *Faxing* chapter later in this manual for a full description of the possible modes.

## Message Confirm

By default, the A1500 will print a message confirmation report only when it encounters errors while sending a fax. You can turn confirmation on for all faxes, or turn it off completely.

## Auto Reduction

Auto Reduction will reduce incoming faxes so they fit on the paper in the input tray.

## Paper Size

The A1500 supports letter, legal, and A4 sized paper.

## Fax ID and Name

This information appears at the top of your outgoing faxes. We recommend setting the Fax ID to your fax phone number, and set Name to your name or company name.

## Defaults

To reset all of the fax settings to the A1500 defaults, press this button.

## Speed Send Setup

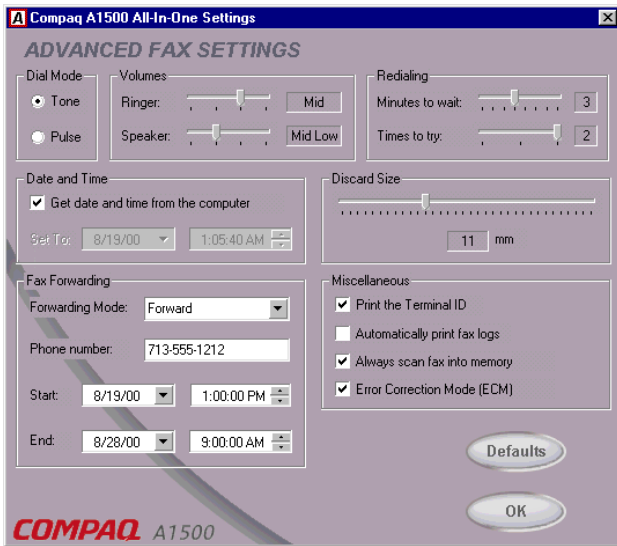
Press the **Setup** button to set up your list of frequently dialed fax numbers and to create group lists. See the Speed Send section for more information.

## Advanced Fax Settings

Press the **Advanced** button to display the advanced fax settings. The advanced settings are described below.

## Advanced Fax Settings

From the Fax Settings page, you can access the Advanced Fax settings.



*Advanced Fax Settings Window*

The Advanced Fax Settings page contains fax settings that are infrequently used or changed.

### Dial Mode

Almost all phone lines support touch tone dialing. In case your phone line only supports pulse (rotary) dialing, you can change the dial mode.

### Volumes

Use the volume sliders to adjust the ringer and speaker volumes to your liking.



If the A1500 is placed in a quiet environment, set the Ringer volume to **Silent** to mute all alarms and sounds.

### Redialing

In the event a fax does not transmit the first time, due to a busy or noisy phone line, you can adjust how many minutes to wait between redials, and how many times to try the fax again.

## Date and Time

The settings utility will synchronize the date and time between your computer and the A1500. If you would rather select a particular date and time yourself, uncheck the box and enter new values.

## Discard Size

Sometimes a fax will be slightly longer than the paper in your input tray. Instead of printing a small amount of useless information on another page, you can discard it. Use the discard slider to set the amount of data you are willing to discard.

## Fax Forwarding

If you will be away from your home or office, you can have your faxes forwarded to you while you are gone. To have the A1500 forward your faxes, select **Forward**, or to forward your faxes and print a local copy as well, select **Forward and Print**.

Enter the fax number you want the faxes forward to, and a starting and ending date and time during which fax forwarding will be active.

To disable Fax Forwarding before the end date and time, select **Disabled** as the Forwarding Mode.

## Print the Terminal ID

When this box is checked, the A1500 will print the page number, date, time of reception, the Station Fax ID and the Name of the remote fax machine at the top of each received fax page. When unchecked, no information will be printed.

## Automatically Print Fax Logs

To print a fax log every 40 transactions, check this box.

## Always Scan Fax into Memory

Normally all pages of your fax are first scanned into memory and then transmitted. If you would rather have the pages scanned while transmitting them, uncheck this box. Typically this is done to conserve memory for incoming faxes.

## Error Correction Mode

To ensure error-free transmission with another fax machine running ECM, especially when the connection is poor, check this box.

## Defaults

To reset all of the advanced fax settings to the A1500 defaults, press this button.

## Speed Send Settings

The Speed Send Settings are accessed from the Fax Settings page.

*Speed Send Settings Window*

Your A1500 includes a Speed Send button (the # button). As the name implies, you can use this button to send faxes and emails quickly, to one person or to many people all at once.

The Speed Send Settings window lets you maintain a list of fax numbers and email addresses. These are assigned to Speed Send numbers.



To learn more about sending faxes and emails with the Speed Send button, see the *Faxing* chapter later in this manual.

### Speed Send Addresses

You can store up to 59 individual names and numbers in your Speed Send list. Entries are numbered 1 to 59.

#### Speed Number

To store an entry, first select the number you wish to assign to that entry. This number will be used to send the fax later. The numbers do not have to be sequential, so you can pick numbers that are meaningful to you.

#### Display Name

Once you've chosen a number, give the entry a name. This name can be up to 14 characters, and will be displayed on the A1500 LCD panel.

#### Fax Number

If this person has a fax number, enter the number here. If you need to dial a number to access an outside line, be sure to include it. Use a comma or a "P" to pause the dialing.

#### E-Mail Address

If this person has an email address, enter it here. The A1500 can send faxes as email (see Type below).

Sending a fax as an email requires a MAPI-enabled email program to be on your computer, such as Microsoft Outlook Express, an email account, and an internet connection.

#### Type

Choose whether faxes should be sent as a normal fax, or as a fax via email. Use the checkbox to indicate you want the fax sent through normal means when the PC is not available for email.

#### Clearing an Entry

To clear an entry of all information, first select the speed send number you wish to clear and then press the **Clear** button.

#### Selecting an Entry for Viewing or Editing

There are three ways of selecting a Speed Send entry for viewing or editing:

1. Use the Speed Number. Type the number in the box, or scroll to it using the adjacent arrows.
2. Use the Display Name drop-down list. Click on the arrow to the right of the display name to display a listbox, then scroll to the name you wish to edit.
3. If the name is part of a group, simply double click on the name in the Group Members box to display the entry.

### Speed Send Groups

You can create up to ten (10) Speed Send Groups. Group entries are numbered 60-69.

#### Group Number

To create a group, first select a group number. As with the individual entries, groups do not need to be sequential.

## Display Name

Once you've chosen a group number, give the group a name. The group name can be up to 14 characters, and will be displayed on the A1500 LCD panel.



The LCD panel will indicate whether a Speed Send entry is a group by displaying the word **GROUP** by the entry number.

## Group Members

The Group Members list shows all of the members of the Speed Send group.

### Adding a Member

To add a member to the group, select an entry in the Speed Send area on the left. Press the Add button to make that entry part of the current group. You can add the same entry to more than one group.

### Removing a Member

To remove a member from a group, select the name you wish to remove by clicking on their name. Press the Remove button to remove the name from the group.

### Clearing the Group

If you wish to clear all of the members from a group, press the Clear button.

### Speed Send All Group #70

The Settings utility creates a special hidden group that contains all of the speed send entries you have defined. If you ever want to send a fax to all of the people in your Speed Send list, use group #70.

## Copy Settings

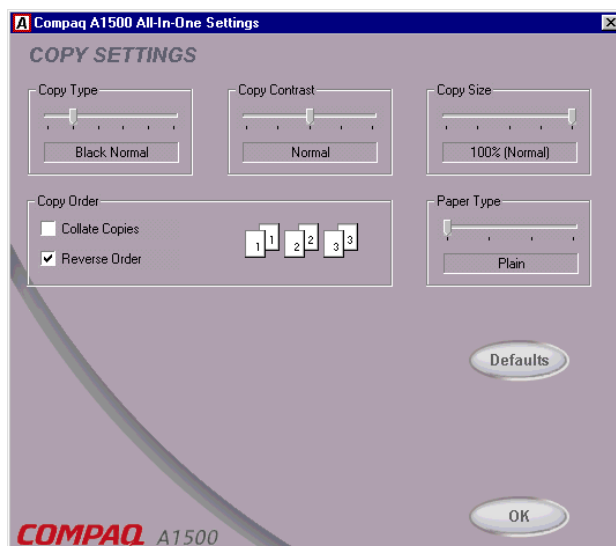
The Copy Settings window controls how the A1500 makes copies.

### Copy Type

By default, the A1500 makes normal resolution black and white copies. You can change the default copy type to three different black settings and three different color settings. Choose the type of copy you expect to usually make.

### Copy Contrast

The Copy Contrast setting controls the lightness or darkness of the copy. Use the contrast to lighten or darken your copies.



*Copy Settings Window*

## Copy Size

If you regularly scale your copies down to a smaller size, use the Copy Size setting to select the default scale. For instance, you can set the scaling so legal sized documents are scaled down to letter size when copied.

## Copy Order

Normally, multiple copies are made as each page is scanned. If you want to collate your copies, or reverse the order so the first page is printed last, check these boxes.



The computer is required when collating or reversing multiple page color copies.

## Paper Type

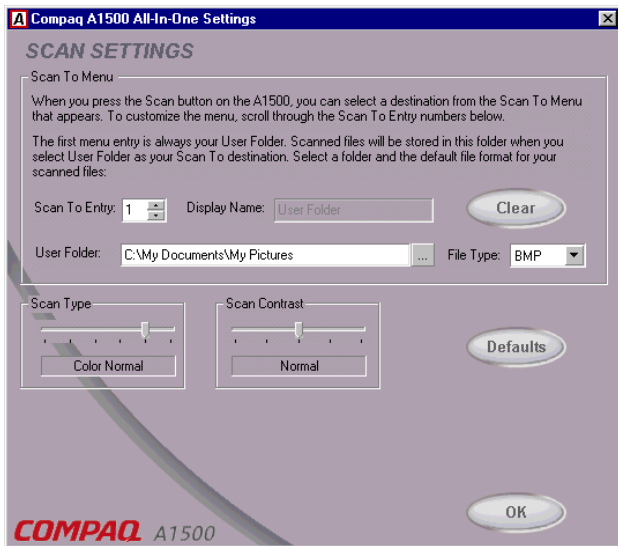
The paper type makes a big difference when making color copies. Select the default paper type used when you make color copies.

## Defaults

To reset all of the copy settings to the A1500 defaults, press this button.

## Scan Settings

The Scan Settings window controls the scan type and contrast and the Scan To list.



Scan Settings Window

### Scan To Menu

When you press the Scan button on the A1500, a Scan To menu appears on the LCD display panel. The first two menu entries are **User Folder** and **Email**. You can add up to 12 additional menu options for your favorite applications.


### Scan To User Folder

The first menu entry is always the **User Folder**.

The User Folder is where your scanned pictures are stored after you scan them. Once scanned, they will be given the filename of **Month-Day-###.ext**, such as Aug-05-002.JPG.

By default, the User Folder is set to **My Pictures**, which is usually located in your **My Documents** folder. You can change this to any folder you wish. Type in the new folder name, or press the [...] button to browse for an existing folder.

Images can be stored in one of three popular file types (Windows bitmap BMP, TIFF, or JPEG), or one of two text formats (ASCII Text TXT, or Rich Text Format RTF). Select a default file type.

 You can change the file format each time you scan. Press the **Menu** button after pressing the **Scan** button and choose a new file type.


## Scan To Email

The second Scan To menu entry is always **Email**. To scan to email, you must have an internet account and connection, a valid email address, and an email program that supports MAPI (such as Microsoft Outlook, Outlook Express, Eudora, etc).

By default, the TXT file format is used for Emails. Your documents will be scanned, converted by ReadIRIS, and then placed into the body of your email message.

You can select a different default file type, or change the file type when you scan. Your scanned files will be attached to the email message.

Once scanned, your email program will be run. You can then select recipients from your email address book, add a subject, and type a message. Be sure and read over any scanned text to verify its accuracy.

 To automatically send faxes as emails without any user interaction, see the *Fax Speed Send* section.

## Scan To Applications

Once an image is scanned, the A1500 can launch your favorite image processing applications. You can define up to twelve (12) additional Scan To applications, numbered 3 to 14.

### Scan To Entry

To store an entry, first select the number you wish to assign to that entry. The numbers do not have to be sequential. Pick numbers that are meaningful to you.

### Display Name


Once you've chosen a number, give the entry a name. This name can be up to 14 characters, and will be displayed on the A1500 LCD panel.

### Application

Type the path of the application program you want to use to edit or view the scanned image. To browse for a program, click on the [...] browse button.

### File Type

Select a file type that is compatible with the program. For graphics programs, choose one of the graphics file formats (**BMP**, **TIFF**, or **JPG**). For text or word processing programs, choose **TXT** or **RTF**.

 ReadIRIS must be installed to convert your scanned files into the text (TXT) or word processing (RTF) formats. ReadIRIS is normally installed as part of the A1500 software installation.



## Clearing an Entry

To clear an entry of all information, first select the speed send number you wish to clear and then press the **Clear** button.

## Scan Type

By default, the A1500 performs normal resolution color scans. You can change the default scan type to three different black settings and three different color settings. Choose the type of scan you expect to usually make.

## Scan Contrast

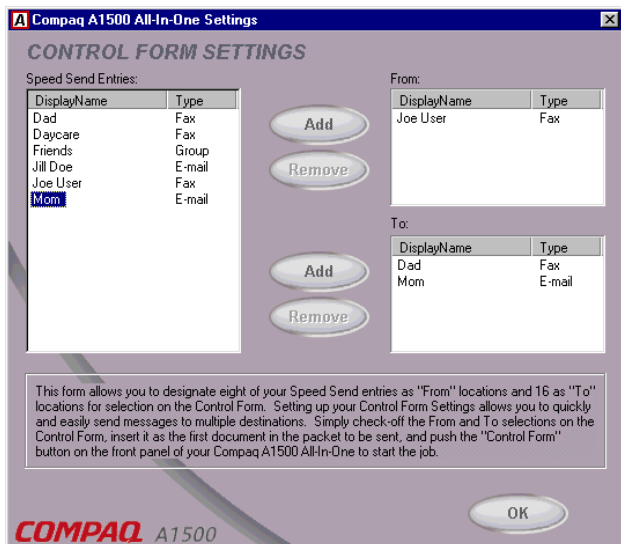
The contrast setting controls the lightness or darkness of the scan. Use the contrast to lighten or darken your scans if needed.

## Defaults

To reset all of the scan settings to the A1500 defaults, press this button.

## Control Form Settings

The Control Form Settings window allows you to select Speed Send entries for your Control Form **Fax From** and **Fax To** sections.



*Control Form Settings Window*

The From and To entries will appear on the Control Form when it is printed. A checkbox will appear next to each name. To send a fax with the Control Form, you simply check the boxes.



For more information on using a Control Form, see the *Control Form* section later in this guide.

## Speed Send Entries

This box will list all of the Speed Send entries you currently have defined. You must first set up your speed send list before you can add any entries to the Control Form. See the *Speed Send Settings* section earlier in this chapter for help.

## From List

A Control Form supports up to eight (8) Fax From entries. The **From** box displays the speed send entries currently in the Fax From list.

## To List

A Control Form supports up to sixteen (16) Fax To entries. The **To** box displays the speed send entries currently in the Fax To list.

## Adding an Entry

To add a Speed Send entry to the From or To lists, select the entry by clicking on the name in the Speed Send Entries box. Then select the Add button next to the list you wish to add the entry to.

## Removing an Entry

To remove a From or To entry, select the name you wish to remove by clicking on it. Then select the Remove button.

## Printing a Control Form

Once you have defined the From and To lists, close the settings window to save your entries. Print a Control Form by pressing the Control Form button on the front control panel of the A1500.

Note that the scanner input tray should be empty before attempting to print a Control Form.




# Control Form

## Overview


The Compaq Control Form is a paper document that you can use to give instructions to your A1500. You can mark it with a pencil or pen and feed it into the scanner. The A1500 software will then read your instructions and execute them.

The image shows a printed Compaq Control Form. At the top left is the 'COMPAQ' logo. To its right is a checked box for 'Control Form'. Below this are three options: 'FAX' (unchecked), 'COPY' (unchecked), and 'SCAN' (checked with a triangle). To the right of these are five vertical bars of varying heights. Below this is a 'CONTRAST SETTING' section with a scale from 'Lighter' to 'Darker', with a triangle marker in the middle. The 'FAX SETTINGS' section contains two large empty boxes labeled 'FROM:' and 'TO:'. Below these are 'COVER PAGE' (Yes/No) and 'RESOLUTION' (Standard/Fine) options. The 'COPY/SCAN TYPE' section has six options: Black Draft (checked with a triangle), Black Normal, Black Photo, Color Draft, Color Normal, and Color Best. The 'COPY SETTINGS' section is divided into 'SIZE' (100%, 93% Fit Letter to A4, 90% A4 to Letter, 80% Legal to A4, 75% Legal to Letter) and 'QUANTITY' (1-9) with a 'COLLATE' (Yes/No) option. The 'SCAN SETTINGS' section has 'FILE FORMAT' (BMP, JPG, TIFF) and 'DIRECTORY' (User Directory) options. At the bottom left, there is a small copyright notice: '© 1998-2000 Compaq Computer Corporation. All rights reserved. Compaq Registered US Patent and Trademark Office.'

*A Printed Control Form*

 A triangle identifies the default settings. If the settings are the settings you want, you do not need to recheck these boxes.

A Control Form can be used more than once and you can use it to perform a variety of operations simultaneously. For example, if you wanted to make a paper copy of a document and store an image of that document on your computer, you could do both of these operations at once on a single Control Form. You could also reuse that form each time you want to do a similar job.

 You may want to print several copies. Keeping a supply of printed Control Forms available will save time when you are ready for the A1500 to perform a task.

Control Form provides an easy way to work with your A1500. It is particularly useful if you need to do several things with one document.

For example:

- Check the scan box to store a scanned image on your hard drive in the format of your choice
- Check applicable boxes in the FAX section to automatically send a document to any previously defined Speed Send entry in the Control Form.
- Check a combination of Fax, Copy, and Scan boxes on the Compaq Control Form to perform several operations at once.

## Printing a Control Form


To print a Control Form, make sure the scanner input tray is empty. Then simply press the Control Form button on the A1500 control panel.

Once a Control Form has printed, you can use a check mark to identify the operations (fax, copy, or scan) you want to perform. Any kind of mark will work...you can use an X or just scribble in the box.

## Using a Control Form

Using a Control Form is easy. Once you have printed one out, simply check the boxes for the operations you wish to perform and follow these steps:

1. When you have made your selections, put the document that you want to fax, copy, or scan behind the Control Form.
2. Place the Control Form and documents face down in the document input tray with the top of the document facing down.
3. Press the **Control Form** button on the control panel to perform the selected operations.

 You can only use the Control Form when the A1500 is attached to a PC, and the PC is on and available.

## Using the Control Form to Copy

1. Press the **Control Form** button. A Control Form will print.
2. Check the **Copy** box at the top of the page.
3. The default settings on Control Form are indicated with a triangle. You can change these settings by checking the desired settings in the Copy Setting section. For example, if you want 9 copies, check the 9 box.
4. When you have made your selections, put the documents that you want to copy behind the Control Form. Place the documents to be copied **face down** and **top down** into the document input tray.
5. Press the **Control Form** button on the control panel. The copy process begins.

## Using the Control Form to Scan

1. Press the **Control Form** button. A Compaq Control Form will print.
2. Check the **Scan** box at the top of the page.
3. The default settings on the Control Form are indicated with a triangle. You can change these settings by checking the desired settings in the Scan Settings section.
4. When you are finished, put the documents that you want to scan behind the Compaq Control Form. Place the document(s) to be scanned **face down** and **top down** in the document input tray.
5. Press the **Control Form** button on the control panel. The scan process begins.
6. The Control Form and document are scanned and the image is sent to the selected destination. See the *Compaq A1500 Control Form* chapter for more details.

## Using the Control Form to Fax

You can use the Compaq Control Form to fax documents. But first, see the *Compaq A1500 Settings Utility* section for instructions on setting up your Control Form Fax FROM and Fax TO lists.

Control Form can display up to eight (8) FROM entries and sixteen (16) TO entries in the Fax section.

The FROM entry is used to show who the fax is from. When sending a traditional fax, this shows up on the cover page. For a fax sent as email, the FROM entry is used to enter the reply-to email address. Usually you check only one FROM box.

The TO entries determine who the fax is sent to. Check the box next to each person's name. Each person will receive a traditional fax or a fax sent as email, depending on their Speed Send entry.

Check applicable boxes in the FAX section to send a document to the Speed Send entry on the Control Form. All of the selected entries on the Control Form will receive the document that follows it. In addition, if you check the **COVER PAGE** box, each of the recipients will receive your handwritten note from the **NOTE** area on an individually addressed cover sheet. *The Control Form itself will not be sent.*

To send a fax using the Control Form:

1. Press the **Control Form**. A copy of the Control Form will print. Default settings are identified with a triangle next to the setting box.
2. Check the **Fax** box at the top of the page and the desired settings in the **Contrast** and **Fax Settings** areas.
3. Check the name of the person who is sending the fax in the **Fax FROM** section.
4. Check the names of the people who are receiving the fax in the **Fax TO** section.
5. If you would like a cover page, check the **Cover Page** box. Write any message you want to appear on the cover page within the **Note** section.
6. When you are finished, put the documents that you want to fax behind the Compaq Control Form. Place the documents printed side **face down** and **top down** in the document input tray.
7. Press the **Control Form** button on the control panel. The fax will be sent.



You can perform more than one Control Form operation at time. It is possible to scan documents to your User Folder, make multiple copies of them, and then fax them...all at once!


# Printing

This chapter provides some basic steps for printing a document. The exact steps for printing may vary from one software program to another. Refer to your software application's user manual for detailed printing steps.

## Printing a Document

To print a document:

1. Start a program and create a document, or open an existing document that you want to print.
2. Open the program's **File** menu.
3. Select **Print...** or **Print Setup** from the **File** menu. Make sure the Compaq A1500 is selected as your printer. If it isn't, select it now.


 When installed, your A1500 is initially set as the default printer.

4. Click **Properties** or the **Setup** button if you want to change the settings that are appropriate for printing that document.
5. Select **OK** to close the **Properties** dialog box.
6. Select **OK** to print after making any necessary changes to your print settings.

## Changing the Printer Properties

Most Windows software applications allow you to make changes to the printer properties. The properties are the settings used when you print. This includes settings that determine how a print job looks, such as page size, paper orientation, and margins. Settings changed in the software application will override settings made in the printer driver.

The printer driver includes many of the settings mentioned above (in case your software does not include them). It also includes settings that determine how your printer will operate.

 Changes you make to the printer properties from within an application will only last while that application is running.

To change the default printer properties for all applications, access the printer properties from the Settings Utility. You can do this two ways:

1. Left click on the A1500 Monitor icon in the system tray. Click on the **Print** button, and then click on the **Properties** button to view the Printer Properties.

-or-

2. Right click on the A1500 Monitor icon, and select **Properties** from the displayed menu.


See the *A1500 Settings Utility* section for more information.



*Printer Properties*

## Job Finishing

The **Job Finishing** tab in the printer properties provides options for you to adjust how the document will appear on the printed page. Finishing options can include Booklet, Poster, Handout and Two-sided Printing.

 The Job Finishing options available will vary depending on your printer driver and operating system.

## Booklet

The Booklet option allows you to print a document out as a booklet. If the *Print Instruction Page* is checked, a page will print directing you how to insert the paper so that the booklet prints correctly.

## Poster

Choose the *Poster* option from the *Job Finishing Operations* drop down list to enlarge the printed document. If you check *Show Crop Marks*, the image will print with crop marks. The white space around the image can be easily trimmed.

## Handout

Choose the *Handout* option from the *Job Finishing Operations* drop down list to print multiple pages on a single sheet of paper. If you want to print the document on both sides of the paper, you can change the binding edge to change how the image is printed.

## Two-Sided Printing

Choose the Two-Sided Printing option from the Job Finishing Operations drop down box to print the document on both sides of the paper. If you check the Print Instruction Page box, a sheet will print describing how to insert the paper. Selecting the Binding Edge will print the image in either Portrait or Landscape mode.

## Paper

Use the paper tab to select what size of paper you have in your printer, the orientation, the number of copies to print, etc.

You can also reverse the printing order of your document pages. The first page of your document will be on top of the stack in the paper exit tray. If you choose to collate your document, multiple copies of a multi-page document will be printed such that the documents are grouped together, rather than the pages.

## Document/Quality

The Document/Quality tab controls the paper type, such as plan, coated, and glossy. It also controls the quality (resolution) of the printing. Higher resolutions print better, but take longer and consume more ink.

## Advanced

The advanced tab allows you to change how the printer handles color printing. You should rarely need to change these settings, if at all.

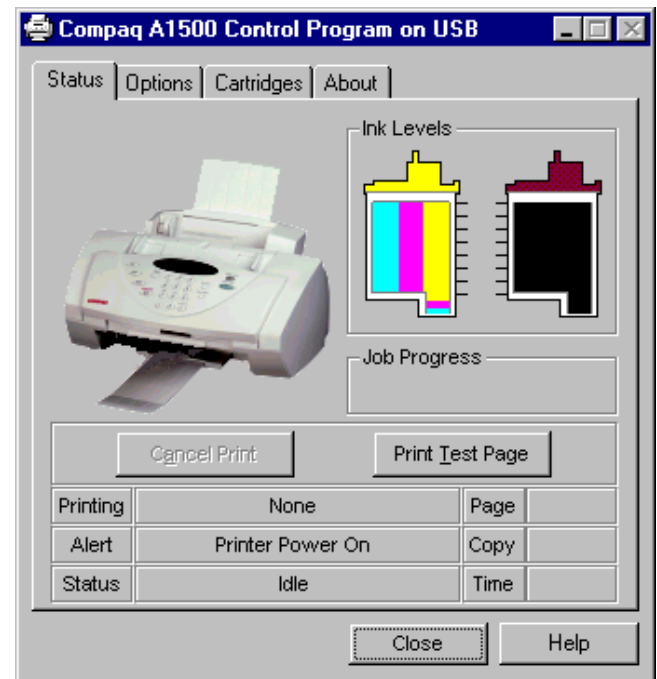
## Accessing the Control Program

To access the Compaq A1500 control program:

Click **Start→Programs→Compaq A1500 All-In-One → Compaq A1500 Control Program.**

-or-

Right click on the A1500 icon in the bottom right corner of the taskbar then select **Control Program** from the menu.



*Control Program*

When the Compaq A1500 Control Program window appears, click the appropriate tab for the options you want to display. Make the necessary changes on each tab.

## Status

The status tab gives you general status information on the printer. You will see this window when the printer is printing (unless you've set the Control Program to run minimized, using the options below).

Once a print job has started, you can use this window to cancel the print job or monitor the job progress.

The ink level of your cartridges is also displayed. Use the gauges to help you determine when they need replacing.

## **Options**

From the options tab, you can control some of the behavior of the Control Program. The options available will vary depending on your Operating System. Some of the options that might appear here include minimizing the window when a print job starts and enabling or disabling sound effects.

## **Cartridges**

The Cartridges tab gives you access to several different cartridge functions. From here, you can install new cartridges, change them, clean your print nozzles, align your cartridges, or order supplies from the internet.

## **About**

The About tab provides you with additional information regarding the Control Program and the printer driver. This is where you will find copyright notices and version information.





# Faxing

The Compaq A1500 All-In-One offers three ways to send a fax:

- Using the front control panel
- Using the Compaq Control Form
- Using the computer



When sending color faxes, the receiving fax machine will print in color only if it supports color. Otherwise the fax will be sent as a traditional black and white fax.

## Preparing Documents for Faxing

You can use the A1500 to fax documents that will print on standard letter, legal, or A4-sized paper. Follow these guidelines to prepare your documents.

- Removing all staples, paper clips, and similar items before feeding the document.
- Making sure any glue, ink, or correction fluid on the paper is completely dry before feeding the document.

Some documents cannot be fed into the scanner input feeder. For those documents, the A1500 comes with a Copy/Scan Sleeve. The sleeve is a stiff piece of plastic with a clear plastic overlay. Simply place your document between the two pieces of plastic so that your document is centered at the top and visible through the clear plastic sheet. Use the Copy/Scan Sleeve for the following types of documents:

- Envelopes
- Checks
- Receipts
- Fragile or thin documents
- Photographs
- Wrinkled or creased paper
- Curled or rolled paper
- Torn paper
- Carbon or carbon-backed paper
- Coated or glossy paper



**CAUTION:** Do not feed anything thicker than a normal sheet of paper into the scanner, even if you use the Copy/Scan Sleeve. You cannot scan credit cards, a driver's license, etc. Doing so will damage your sleeve and the A1500.

## Loading the Documents

1. Place the document(s) to be faxed **face down** and **top down** in the document input tray.
2. Adjust the document guides to match the width of the document, if necessary.
3. Slide the document down into the tray until the machine grips the first sheet. The LCD panel displays the Document Loaded message:

READY ANS/FAX  
DOCUMENT LOADED

## Sending a Fax Using the Control Panel

To send a fax using the front control panel, complete the following steps.

1. Load the documents as described above.
2. Press the **Fax** button.

The following appears on the LCD panel:

FAX # TO DIAL  
?

3. Enter the fax number using the numeric keys or press the **Pause/Redial** button to use the number you last called.
4. Pressing the **Pause/Redial** button after you have started entering a number inserts a "P" into that number. When the All-In-One dials, the "P" results in a three-second pause before sending the next digit. This is useful when you have to dial a number and wait for an outside line. (For example, 9P7135551212)
5. Press **Start**.

The All-In-One dials the entered fax number and the document transmits.



To quickly send a fax using the default settings, simply load the documents, enter the fax number or Speed Send number, and press the Fax button.

## Advanced Faxing Features

In addition to the telephone number, you can adjust the fax resolution and contrast. Use the **Menu** and **Options** buttons located on the left and right side of the LCD panel.

To access the advanced faxing features:

1. Load the documents printed side facing down in the document input tray.
2. Press the **Fax** button.
3. Enter the fax number using the numeric keypad.
4. Press the **Menu** button to cycle through the advanced fax features (See the table below).
5. Press the **Options** button to change the settings.
6. Press **Start** to fax.

---

### Advanced Fax Features

---

MENU	OPTIONS	Description
Fax Type	<ul style="list-style-type: none"> <li>• Black</li> <li>• Black Photo</li> <li>• Color Normal</li> </ul>	<p>Use for text documents and quickest transmission.</p> <p>Use for documents that include photos or graphics that require shading.</p> <p>Use for documents where color is important. Note that large files will be generated resulting in the longest transmission times. When color faxes are sent to a fax machine that does not support color, they will be printed in black and white.</p>
Fax Resolution	<ul style="list-style-type: none"> <li>• Standard</li> <li>• Fine</li> <li>• Super Fine</li> </ul>	<p>Use when the originals are black text or line art. This mode provides the fastest fax speed, but resolution is 203 x 98 dpi. (Standard is only available for the Black Fax Type)</p> <p>Use when the originals are black text or line art. Slower than Standard, but resolution is 203 x 196 dpi.</p> <p>Use when the originals are small black text or line art. Slower than Fine, but resolution is 300 x 300 dpi. (Super Fine will not scan to memory due to large memory requirements)</p>
Fax Contrast	<ul style="list-style-type: none"> <li>• Dark to Light</li> </ul>	<p>Adjust this when your originals are too light or too dark.</p>
Fax Memory Xmit	<ul style="list-style-type: none"> <li>• On</li> <li>• Off</li> </ul>	<p>When on, all faxes will be scanned into memory and then faxed.</p> <p>When off, all faxes will be scanned and faxed at the same time.</p>

---

## Speed Sending

Up to 70 Speed Send numbers are set up on the host computer using the Compaq A1500 Settings Utility as described in the “Speed Send Settings” section of the *Using the A1500 Settings Utility* chapter. Once the Speed Send numbers are set up, you are ready to begin faxing with Speed Send.

1. Load the documents printed side facing down in the document input tray.
2. Press **Speed Send** (the # button).
3. Press the **Options** button to select the Speed Send destination or enter the Speed Send number associated with the name desired.

**NOTE:** When you select the Speed Send number, the name associated with the Speed Send number displays in the lower LCD panel.

4. Press **Start** to fax.



To quickly send a fax using the default settings, simply load the documents, enter the fax number or Speed Send number, and press the Fax button. Use Speed Send #70 to send a fax to everyone in your Speed Send list.

To obtain a printed list of all the Speed Sends available on your system, see “Printing Reports” in the *Common Procedures* section.

Each Speed Send entry can be a fax number, email address or a group made up of any of the Speed Send entries. The display on the control panel indicates the type of Speed Send entry selected.

```
SPEED # 2 EMAIL
Sales Office
```

```
SPEED # 3 FAX
John Smith
```

```
SPEED #60 GROUP
Northeast
```

## Speed Sending Faxes as Email

The computer processes the Speed Send request if the selected Speed Send entry, group, or any of the members of the group, contains an email address as the preferred method of transmission.

To send a fax as email, you must have an internet account and connection, a valid email address, and an email program that supports MAPI (such as Microsoft Outlook, Outlook Express, Eudora, etc). Your fax pages will be sent as JPEG images attached to your email.

If the PC is not available but the entry has both fax and email addresses, the fax number will be used. If an email only destination exists, you will be asked if you want to send faxes only. Pressing **Start** will result in transmission of the faxes and the generation of a report that identifies which entries were not faxed.

## On Hook Dialing (OHD)

This feature provides the ability to dial a number, respond to an automated answering system and then receive or send a fax.

Because the All-In-One does not have a microphone, you can only listen.

For OHD, complete the following procedure:

1. When the LCD panel displays **Ready**, place documents face down on the document input tray.
2. Press **Start/Dial** button to simulate lifting the handset.
3. Dial the number just as you would on a standard telephone.



Make sure to dial the number carefully. If you make a mistake, press the **STOP** button and start over.

4. When the called station answers, you can listen to the answering message. A volume control feature is available when you press the **Menu** button. To change the volume, press the **Menu** button until Speaker Volume appears, and then use the **Options** button to select the desired volume.
5. Press **Start** when you hear the fax tones. The fax begins.

**NOTE:** On Hook Dialing is not available when faxes are pending for automatic redial.

## Confirming Transmission

When the last page of your document has been sent successfully, the machine beeps and returns to the **Ready** state. If something goes wrong during the fax transmission, an error message appears on the LCD panel.


Use the Compaq A1500 Settings Utility to print a confirmation report each time faxing is complete or when there is an error. See the “Compaq A1500 Settings Utility” section on Fax settings.

## Redial

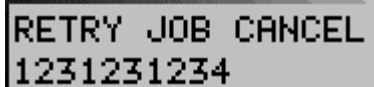
Pressing the **Redial** button dials the number that was last entered. You can also modify the number using the **Clear** button and the numeric keypad.

## Automatic Redial

When you send a fax, if the number you have dialed is busy or there is no answer, the A1500 hangs up, waits for a specified interval, and redials the number. When this occurs, the LCD panel shows the retry count and the number of minutes left before the next retry. If after a specified number of retry attempts (retry count) the All-In-One fails to connect, the machine returns to the **Ready** state.

 Set the retry interval and count using the Compaq A1500 Settings Utility.

Press the **Stop** button to stop sending a fax that is trying to transmit. Pressing the **Stop** button during the retry period will bring up the following message:



```
RETRY JOB CANCEL
1231231234
```


If more than one job is trying to transmit, use the **Options** button to select the job you want to stop then press the **Stop** button to stop your selection.

Pressing the **Start** button while a retry is waiting for the retry interval to complete will cause the retry to start immediately.

## Receiving a Fax

The A1500 All-In-One has four receiving modes. The current receive mode is displayed in the top right corner of the LCD panel when the A1500 is in **Ready** mode.

You can change the Fax Receive Mode either on the computer using the A1500 Settings Utility or by pressing the Setup button on the front control panel.

 While you are printing from the computer to the All-In-One, an incoming fax will be received into memory. The memory can store up to 80 pages. However, other tasks such as copying or sending a fax may temporarily reduce the amount of memory available.

## Receiving Automatically in FAX Mode

In FAX mode, the A1500 answers an incoming call on the second ring and receives the fax automatically.

Use the Settings Utility to change the number of rings the A1500 will wait before answering the call.


 The fax mode is recommended when you have a dedicated telephone line for your Compaq A1500.

## Receiving Automatically in ANS/FAX Mode

To use this mode, you **must** attach an answering machine to the EXT socket on the All-In-One.

In **ANS/FAX** mode, your answering machine answers the incoming call and the caller can leave a message on the answering machine. If a fax tone is on the line, the call automatically switches from the answering machine to the A1500.

If your answering machine has a user-selectable ring counter, set it to answer calls within the fewest possible rings.

 If your answering machine is turned off, or no answering machine is connected to the A1500, the A1500 will automatically attempt to receive a fax after 6 rings.

## Receiving Manually in TEL Mode

This feature works best when you are using an extension telephone connected to the EXT jack on the A1500.

In **TEL** mode, automatic fax reception is turned OFF. If you receive a call on the extension telephone and hear fax tones, you can receive the incoming fax by pressing \*9\* (star-nine-star) or by pressing the **Start** button twice on the control panel. Once the A1500 starts receiving the document, hang up the handset.

## Receiving Automatically in DRPD Mode

In **DRPD** (Distinctive Ring Pattern Detection) mode, the A1500 will answer a call on the line that has a distinctive ring pattern.

*Distinctive ring* is a telephone company service that enables a user to use a single telephone line to answer several different telephone numbers. Each phone number is identified by a distinctive ringing pattern consisting of various combinations of long and short ringing sounds.



DRPD service must be obtained from your local telephone company.

Use the following steps on the Compaq A1500 control panel to teach it the ring pattern it should answer:

1. Press **Setup**.
2. Press the **Menu** button until you see this display:



3. Press **Start**.
4. Call the telephone number that you want the distinctive ring pattern to recognize.  
**NOTE:** You have three minutes to call the A1500 to learn the distinctive ring. If three minutes have passed, follow these steps again.
5. The A1500 will learn the ring pattern.
6. Press **Setup** then the **Menu** button to access the **FAX RECEIVE MODE** menu. Press the **Options** button to select **DRPD** mode.
7. Press **Start**.

**NOTE:** **DRPD** mode is not available in the **FAX RECEIVE MODE** menu until a ring pattern has been successfully learned.

When the distinctive ring pattern is detected, the All-In-One answers the call on the second ring and receives a fax automatically. All other ring patterns will be ignored.

## Fax Forwarding

While you are away from your home or office, you do not have to miss important faxes. The Compaq A1500 can forward any faxes it receives to a fax machine at your new location, and it can print a copy for you to review when you get back as well.

### Fax Forwarding with the Control Panel

To set up Fax Forwarding using the Control Panel:

1. Press the **Setup** button

2. Press the Menu button until **FAX FORWARDING** appears.
3. Press the **Option** button until **FORWARD** appears. If you want to print a copy of the fax and forward it, too, press **Option** until **PRINT/FORWARD** appears. Press **Start**.
4. Enter the fax number you wish to forward your faxes to. Press **Start**.
5. Enter the starting month, day, hour, and minute you want Fax Forwarding to begin. If you want forwarding to begin immediately, simply press **Start**.
6. Enter the ending month, day, hour, and minute you want Fax Forwarding to end. If you return from your trip early, you can easily cancel it (see *Canceling Fax Forwarding* below).

Any received faxes will be forwarded during your selected start and end date and time.

### Fax Forwarding using the Settings Utility

To set up Fax Forwarding using the Compaq A1500 Settings Utility:

1. Click on the Compaq A1500 Monitor icon in the system tray.
2. Select the **Fax** button
3. Select the **Advanced** fax button
4. Click on the **Forwarding Mode** box and select **Forward**. To print out your received faxes and forward them, too, select **Forward and Print**.
5. Type in the fax number you want your faxes forwarded to.
6. Select a date and time to start fax forwarding, and an end date and time.
7. Click on the **OK** button.
8. Click on the **Close** button.

### Canceling Fax Forwarding

To cancel Fax Forwarding using the Control Panel:

1. Press the **Setup** button
2. Press the Menu button until **FAX FORWARDING** appears.
3. Press the **Option** button until **OFF** appears on the bottom of the LCD display. Press **Start**.

To cancel Fax Forwarding using the Settings Utility:

1. Click on the Compaq A1500 Monitor icon in the system tray.
2. Select the **Fax** button

3. Select the **Advanced** fax button
4. Click on the Forwarding Mode box and select **Disabled**.

### Determining the Fax Forward Mode

If Fax Forwarding has been set for sometime in the future, the front Control Panel LCD will display **FW** before the Fax Receive Mode. For instance, if the receive mode has been set to **ANS/FAX**, it will appear as **FW ANS/FAX**.

If Fax Forwarding has been set, and the date and time is within the forwarding start and end times, **FORWARDING** will be displayed on the LCD in place of the Fax Receive Mode.

To check your Fax Forwarding settings, press the **Setup** button and then press the Menu button until **FAX FORWARDING** appears on the LCD. If Fax Forwarding has been set, you will see **FORWARD** or **PRINT/FORWARD** on the second line. Press the **Option** button to change the forwarding mode, or press the **Start** button to edit your forwarding settings.

Alternatively, you can run the A1500 Settings utility as described above and view the **Advanced Fax** settings page.

## Using the Compaq Control Form to Fax

You can use the Compaq Control Form to fax documents. See the *Compaq A1500 Settings Utility* section for instructions on setting up your list of Fax FROM and Fax TO lists.

1. Press the **Control Form** button. A copy of the Control Form will print. Default settings are identified with a triangle next to the setting box.
2. After printing the Compaq Control Form, check the **Fax** box at the top of the page and the desired settings in the Contrast and Fax Settings areas.
3. Check the name of the person who is sending the fax in the Fax **From** section.
4. Check the names of the people who are receiving the fax in the Fax **To** section.
5. If you would like a cover page, check the **Cover Page** box. Write any message you want to appear on the cover page within the **Note** section.
6. When you are finished, put the documents that you want to fax behind the Compaq Control Form. Place the documents printed side **face down** and **top down** in the document input tray.
7. Press the **Control Form** button on the control panel. The fax will be sent.

# Copying

## Copying Overview

The Compaq A1500 All-In-One offers three ways to make copies. You can make copies:

- Using the front control panel
- Using the Compaq Control Form

## Preparing Documents for Copying

You can use the A1500 to copy documents that are print on standard letter, legal, or A4-sized paper. Follow these guidelines to prepare your documents.

- Removing all staples, paper clips, and similar items before feeding the document.
- Making sure any glue, ink, or correction fluid on the paper is completely dry before feeding the document.

## Using the Copy/Scan Sleeve

Some documents cannot be fed into the scanner input feeder. For those documents, the A1500 comes with a Copy/Scan Sleeve. The sleeve is a stiff piece of plastic with a clear plastic overlay. Simply place your document between the two pieces of plastic so that your document is centered at the top and visible through the clear plastic sheet.

Use the Copy/Scan Sleeve for the following types of documents:

- Envelopes
- Checks
- Receipts
- Fragile or thin documents
- Photographs
- Wrinkled or creased paper
- Curled or rolled paper
- Torn paper
- Carbon or carbon-backed paper
- Coated or glossy paper
- Onion skin or thin paper



**CAUTION:** Do not feed anything thicker than a normal sheet of paper into the scanner, even if you use the Copy/Scan Sleeve. You cannot scan credit cards, a driver's license, etc. Doing so will damage your sleeve and the A1500.

## Loading the Documents

1. Place the document(s) to be copied **face down** and **top down** in the document input tray. If you are using the Copy/Scan Sleeve, place it top down (the top is the closed end) and clear side down.
2. Adjust the document guides to match the width of the document, if necessary.
3. Slide the document down into the tray until the machine grips the first sheet. The LCD panel will display the **DOCUMENT LOADED** message:

## Copying

1. Slide document down into the tray until the machine grips the first sheet. The lower LCD panel displays **DOCUMENT LOADED**.
2. Press the Copy button.
3. Use the numeric keypad to enter the number of copies to be made.
4. Press Start.

The All-In-One will then make the requested copies of all the documents in the document input tray. Note that for some types of copies the computer may be required.



To quickly make a copy using the default settings, simply load the documents, enter the quantity, and press the Copy button.

## Copying using the Control Form

1. Press the **Control Form** button. A Control Form will print.
2. Check the **Copy** box at the top of the page.
3. The default settings on Control Form are indicated with a triangle. You can change these settings by checking the desired settings in the Copy Setting section. For example, if you want 9 copies, check the 9 box.
4. When you have made your selections, put the documents that you want to copy behind the Control Form. Place the documents to be copied **face down** and **top down** into the document input tray.
5. Press the **Control Form** button on the control panel. The copy process begins.

## Advanced Copy Features

In addition to the copy quantity, you can change the copy type, contrast, size, collate, and order from their default settings. This is done using the **Menu** and **Options** keys located on the left and right side of the LCD panel. To change the default settings instead, use the Settings Utility.

To access the advanced copy features:

1. Load the documents printed side facing down in the document input tray.
2. Press the **Copy** button.
3. Enter the number of copies you want using the numeric keypad.
4. Press the **Menu** button to cycle through the advanced copy features (see the table below).
5. Press the **Options** button to change the copy feature settings.
6. Press the **Start** button to copy.

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### Advanced Copy Features

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Menu	Options	Description
Copy Quantity	1-100	Use the numeric keypad to enter the quantity of copies you want.
Copy Type	<ul style="list-style-type: none"> <li>• Black Draft</li> <li>• Black Normal</li> <li>• Black Photo</li> <li>• Color Draft</li> <li>• Color Normal</li> <li>• Color Best</li> </ul>	<p>Use Black Draft when the originals are black text or line art. Black Draft is the fastest copy setting, but the resolution is reduced.</p> <p>Use Black Normal when the originals are black text or line art. Black Text is slower than Black Draft, but the resolution is better.</p> <p>Use Black Photo when the originals are photos or have color content. Black Photo is faster than the color settings, but it prints in grayscale.</p> <p>Use Color Draft to make quick color copies.</p> <p>Use Color Normal to make color copies with a better resolution than Color Draft.</p> <p>Use Color Best to make color copies with the best quality.</p>
Copy Contrast	<ul style="list-style-type: none"> <li>• Dark to Light</li> </ul>	Adjust this when your originals are too light or too dark.
Copy Size	<ul style="list-style-type: none"> <li>• 100%</li> <li>• 93% Fit, Letter to A4</li> <li>• 90% A4 to Letter</li> <li>• 80% Legal to A4</li> <li>• 75% Legal to Letter</li> <li>• Custom (25 to 200%)</li> </ul>	<p>Copy the page the same size as the original.</p> <p>Copy the full page and reduce from Letter to A4.</p> <p>Reduce from A4 to letter.</p> <p>Reduce from Legal to A4.</p> <p>Reduce from Legal to Letter.</p> <p>Use this for a custom reduction. Use the numeric keypad to enter the size you want.</p>
Copy Paper Type	<ul style="list-style-type: none"> <li>• Plain</li> <li>• Coated</li> <li>• Glossy</li> <li>• Transparency</li> </ul>	Select the paper type that best matches the paper to be printed on.
Copy Collate	<ul style="list-style-type: none"> <li>• On</li> <li>• On Using PC</li> <li>• Off</li> </ul>	<p>Collate copies when the copy quantity selected is greater than one. When selected, all pages will be scanned into memory then printed.</p> <p>For Black Photo and Color copies, the computer is required and must be available.</p> <p>Print the selected copy quantity of each page before printing the next page or document.</p>

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# Scanning

## Scanning Overview

The Compaq A1500 All-In-One offers three ways to scan a document. You can scan:

- Using the control panel of the A1500
- Using the Compaq Control Form
- Using the computer

The driver supports scanning from the bundled applications as well as all your favorite computer programs.

## Preparing Documents for Scanning

You can use the A1500 to scan documents that are printed on standard letter, legal, or A4-sized paper. Follow these guidelines to prepare your documents.

- Removing all staples, paper clips, and similar items before feeding the document.
- Making sure any glue, ink, or correction fluid on the paper is completely dry before feeding the document.

## Using the Copy/Scan Sleeve

Some documents cannot be fed into the scanner input feeder. For those documents, the A1500 comes with a Copy/Scan Sleeve. The sleeve is a stiff piece of plastic with a clear plastic overlay. Simply place your document between the two pieces of plastic so that your document is centered at the top and visible through the clear plastic sheet.

Use the Copy/Scan Sleeve for the following types of documents:

- Envelopes
- Checks
- Receipts
- Fragile or thin documents
- Photographs
- Wrinkled or creased paper
- Curled or rolled paper
- Torn paper
- Carbon or carbon-backed paper
- Coated or glossy paper



**CAUTION:** Do not feed anything thicker than a normal sheet of paper into the scanner, even if you use the Copy/Scan Sleeve. You cannot scan credit cards, a driver's license, etc. Doing so will damage your sleeve and the A1500.

## Loading the Documents

1. Place the document(s) to be scanned **face down** and **top down** in the document input tray. If you are using the Copy/Scan Sleeve, place it top down (the top is the closed end) and clear side down.
2. Adjust the document guides to match the width of the document, if necessary.
3. Slide the document down into the tray until the machine grips the first sheet. The LCD panel displays the **DOCUMENT LOADED** message:

## Scanning

To perform a scan, complete the following steps.

1. Slide document into the tray until the machine grips the first sheet. The lower LCD panel displays the message **DOCUMENT LOADED**:
2. Press the **Scan** button.
3. Select the **SCAN TO** destination. Use the **Options** button to cycle through the available choices.
4. Press **Start**.

The All-In-One will then contact your computer and scan all the documents in the document input tray to the chosen destination.

## Scan to a Folder

The first Scan To destination is your User Folder. This is initially your My Pictures folder, located in your My Documents directory. You can change your user folder and default file type with the Settings Utility.



Simply press the Scan button twice to scan all documents to your User Directory, using the settings you selected with the Settings Utility.


## Scan to Email

The second Scan To menu destination is Scan To Email. This option will scan documents directly into your email program, and either convert the document to text for editing, or attach the documents as graphic images.

To use this option, you must have an email program installed on your computer, and it must support MAPI (a special mail interface). Examples of MAPI email programs include Microsoft Outlook Express, Microsoft Outlook, and Eudora. Also, you must have an internet account and an email address.

By default, Scan To Email uses the TXT file type. This will convert your scanned documents to ASCII text and place the text in your email program for editing. If you select another file type, either with the Settings Utility or by using the Menu button on the front control panel, your documents will be scanned using the file type you choose and attached to you email message.

Once your documents are scanned, your email program will launch. The document text will be added or the scanned images will be attached. Simply enter a subject, select your recipients from your email address book, and send!

 Be sure and read over the scanned text for formatting or editing mistakes. The character recognition does a great job of converting characters, but the quality of conversion will depend on the document being scanned.


You can send faxes directly to multiple email recipients as well. For more information, see the *Faxing* section.

## Scan to Applications

The remaining Scan To menu options are for defining your own Scan To destinations. You can define up to twelve (12) applications, numbered 3 through 14.

For instance, you can add Microsoft Paint and scan to BMP files for editing. Add Microsoft Word and scan to the RTF format for word processing. Or scan to a program like Media Browser and upload your images to the internet!


See the section “Scan Settings” in the *Using the A1500 Settings Utility* chapter for information on setting up your Scan To list.

 To quickly perform a scan using the default settings, simply load the documents, enter the Scan To number, and press the Scan button.

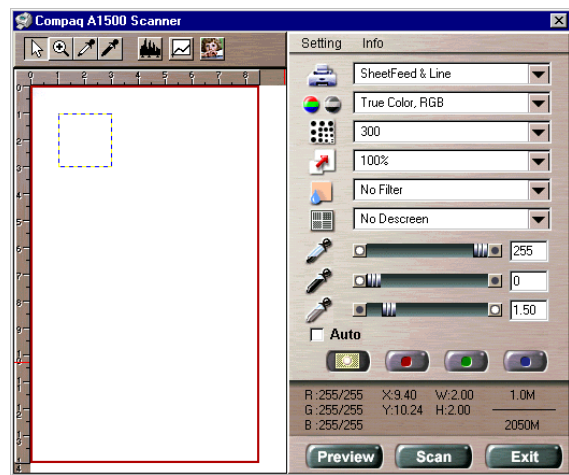
## Scanning with the Computer

The Compaq A1500 provides a standard TWAIN interface for scanning documents into the PC. TWAIN is a common scanner interface supported by many application programs.

To scan to an application, make sure that the selected scanner source, typically found in the File menu, is set to Compaq A1500 USB.

 The *Kodak Imaging for Windows* program comes standard with Windows (select Start -> Programs -> Accessories -> Imaging). Use it for your simple scanning needs.

There is extensive Online Help available from the Info menu on the Scanner window shown below.



*TWAIN Scanner Window*

## Scanning with the Compaq Control Form.

1. Press the **Control Form** button. A Compaq Control Form will print
2. Check the **Scan** box at the top of the page.
3. The default settings on the Control Form are indicated with a triangle. You can change these settings by checking the desired settings in the Scan Settings section.
4. When you are finished, put the documents that you want to scan behind the Compaq Control Form. Place the document(s) to be scanned **face down** and **top down** in the document input tray.
5. Press the **Control Form** button on the control panel. The scan process begins.
6. The Control Form and document are scanned and the image is sent to the selected destination. See the *Compaq A1500 Control Form* chapter for more details.

## Advanced Scanning

For each scan, you can adjust the scan type, contrast, and file type. Use the **Menu** and **Options** buttons located on the left and right side of the LCD panel to make adjustments.

To access the advanced scanning features:

1. Load the documents printed side facing down in the document input tray.
2. Press the **Scan** button.
3. Select the Scan To destination using the **Options** button.
4. Press the **Menu** button to cycle through the advanced scan features.
5. Press the **Options** button to change the scan feature settings.
6. Press the **Start** button to scan.

---

### Advanced Scan Features

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Menu	Options	Description
Scan Type	<ul style="list-style-type: none"><li>• Black Draft</li><li>• Black Normal</li><li>• Black Photo</li><li>• Color Draft</li><li>• Color Normal</li><li>• Color Best</li></ul>	<p>Used for black text or line art. This is the fastest scan, but the resolution is reduced.</p> <p>This is slower than Black Draft, but the resolution is better.</p> <p>Used when the originals are photos or have color content. Black Photo is slower than Black Normal but it captures grayscale information.</p> <p>This is the fastest color scan, but the resolution is reduced.</p> <p>Used when you want a better quality color scan. This is slower than Color Draft.</p> <p>The best quality color scan. This is slower than Color Normal and the slowest scan possible.</p>
Scan Contrast	<ul style="list-style-type: none"><li>• Light to Dark</li></ul>	Adjust this when your scanned documents are too light or dark.
File Type	<ul style="list-style-type: none"><li>• JPG</li><li>• BMP</li><li>• TIF</li><li>• TXT</li><li>• RTF</li></ul>	<p>Select the type of file format you want the scanned image stored, using either Windows Bitmap (BMP), JPG, or TIFF. Select TXT to automatically scan your documents and convert them to text files, or RTF to convert your documents to a word processing format. (Note: TXT and RTF require ReadIRIS to be installed).</p> <p>Use the Settings Utility to set a default file type for each of your Scan To applications.</p>



To configure your A1500 Scan To menu, see the section titled *Using the A1500 Settings Utility*.



# Maintaining Your A1500

## Cleaning the Document Scanner

For best quality faxes and scans, you may occasionally need to clean some internal parts of the machine, such as the:

- white roller
- scanning glass

If these parts are dirty, documents scanned or sent to another fax machine will not be clear.

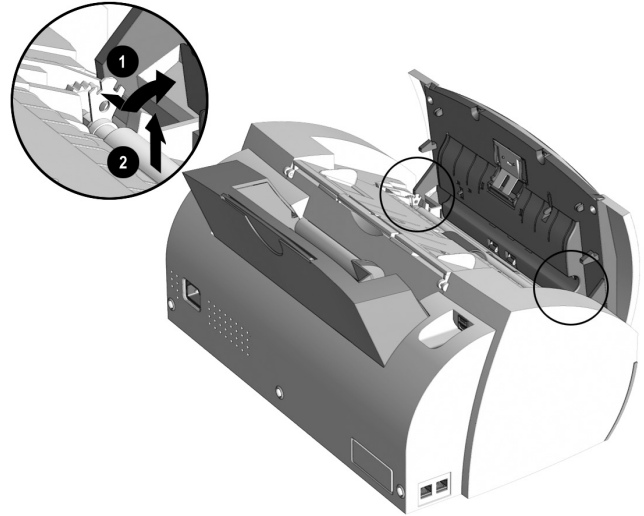
To clean the internal parts of the A1500:

1. Unplug the power cord from the electrical outlet or the rear of the machine.
2. Open the control panel.



*Opening the control panel*

3. Disassemble the white roller as follows:  
Both ends of the white roller have plastic bushings that are snapped shut with small tabs on them.  
❶ Pull the bushing slightly out, and ❷ rotate the bushing until it reaches the slot. Then pull the roller up.
4. Wipe the roller surface with a soft cloth dampened with water.
5. Wipe the scanner glass surface with a soft cloth dampened with water. Dry with a soft tissue.
6. After re-assembly, it is recommended that you re-calibrate the scanner. See “Calibrating the Scanner” in the *Common Procedures* chapter for more information.



*Removing the white roller*

## Cleaning the Cartridge Carrier

If the ink cartridge is not printing from some nozzles as indicated on the test page, the cartridge carrier contacts may need cleaning. See “Cleaning Print Cartridges” in the *Common Procedures* chapter for more information.

1. Lift the control panel by pulling toward you on the edge nearest the LCD panel.
2. Lift the cartridge access door.
3. Unplug the power cord from the electrical outlet or from the rear of the machine.
4. Remove the ink cartridges.
5. Use a clean dry cloth or tissue to clean the print cartridge contacts inside of the machine.
6. Replace the ink cartridges.
7. Plug in the power cord.

## Replacing the Document Separator Pad

If documents continually feed more than one page at a time through the scanner assembly, you may need to replace the document separator pad. Contact Customer Service via the Compaq web site at [www.compaq.com](http://www.compaq.com) for more information.



The life of the automatic document feed rubber varies with use. It is unlikely you will ever need to replace this pad.



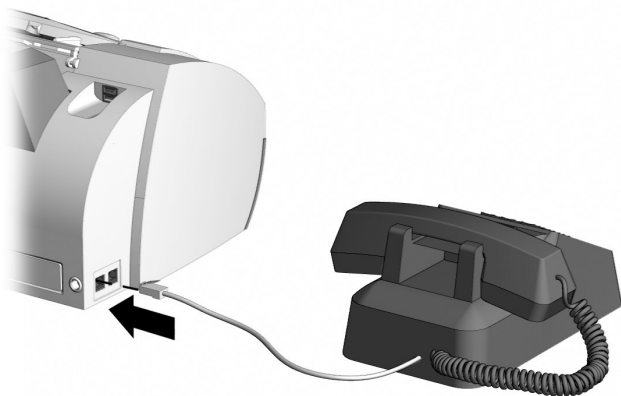
# Alternate Setups

## Using the A1500 Extension Feature

When sharing a telephone line between the Compaq A1500 All-In-One and other equipment use the EXT connection. If you wish to connect more than one device, a multiple outlet adapter may be required.

To connect the A1500 to an optional extension telephone:

1. Plug one end of the telephone cord into the telephone.
2. Plug the opposite end of the cord into the socket marked EXT on the left side of the A1500.



*Connecting an extension telephone to the A1500*

**NOTE:** If you use Home Phonenumber Networking or DSL devices, these components should not be connected through the A1500. Doing so will cause your network connection to be lost during A1500 Fax activity.

## Sharing a Telephone Line with Other Devices

Compaq recommends that you do not connect an answering machine or computer modem to another wall jack on the same telephone line as the A1500. The fax information can be corrupted by any voice, answering machine or modem activity that occurs during fax reception. Equipment plugged into the EXT connection is disconnected from the line during A1500 fax activities reducing the possibility of fax corruption.

### Telephones

When a telephone is connected directly (or through an answering machine) to the EXT connection on the A1500, you can instruct the A1500 to receive an incoming fax. Press \*9\* (star-nine-star) if you pick up the handset and hear a fax tone. A telephone connected to the EXT connection will not interfere with Fax transactions when it is off hook.

If you must have other telephones connected to the same telephone line at other locations (not through the EXT port), then use telephones that indicate that the line is busy. This helps prevent the corruption of fax data that would occur if the telephone is picked up during fax transmissions.

### Answering Machines

If the answering machine and A1500 will share the same line then, for reliable fax operation, you must use the EXT connection on the A1500.

### Computer Modems (internal or external)

If you have a modem in your computer that will use the same line as the A1500, use the EXT connection on the A1500. If the computer modem has a TELEPHONE or EXT connection to it, use this to connect any additional equipment such as telephones or answering machines instead of using a multiple outlet adapter. Depending on that equipment's design, this prevents such equipment from interfering with computer modem activities.

## DRPD

The recommendations above for connecting additional devices still apply if using Distinctive Ring Pattern Detection (DRPD). The A1500 will only pick up calls made to the telephone number that has the Ring Pattern that it has learned. DRPD setup instructions may be found in the “Receiving Automatically in DRPD Mode” section of the *Faxing* chapter.

## Connecting and Configuring Equipment

Deciding how to connect and configure equipment depends on the number of lines available and the intended usage. The main functions are:

- Fax
- Audio (including answering machines and voice messaging systems)
- Internet (includes data or bulletin board link)

If you only have a single line, then only one of these functions can be active at any one time.

If you have more than one line, then it may be advantageous to dedicate a line to a specific function. For example, with two telephone lines you can fax and browse the Internet at the same time.

## Devices and Connections

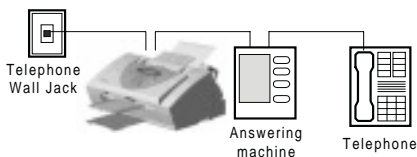
This section describes four ways to connect the A1500 to a single telephone line with other equipment. Additional equipment connected to other lines is not shown.

Find the Diagram that shows the devices that you wish to connect to the same telephone line.

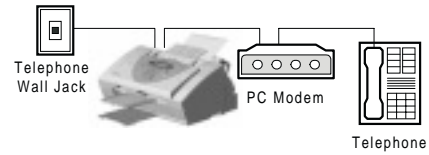
### A. A1500 and Telephone (optional)



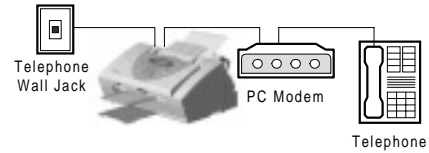
### B. A1500 Answering Machine and Telephone



### C. A1500 Computer Modem (internal or external) and Telephone



### D. A1500, Computer Modem, Answering Machine and Telephone



Sections A, B, C, or D that follow describe the Fax Receive Mode options on the A1500 necessary to get your desired functionality.

### Changing A1500 FAX RECEIVE MODE

Set up as described in the “Control Panel Setup Button” section of the *Common Procedures* chapter.



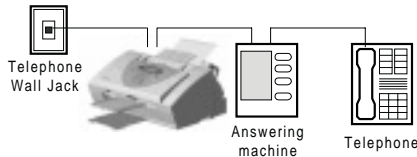
## A. A1500 and Telephone (optional)



### A1500 Fax Receive Modes

Mode	Selection Description
FAX	Receives faxes automatically.
TEL	To receive faxes manually, press <b>Start</b> twice on the A1500 or press *9* on the extension telephone.
ANS/FAX	Do not use for this configuration.
DRPD	The A1500 answers the previously learned ring pattern on 2 rings

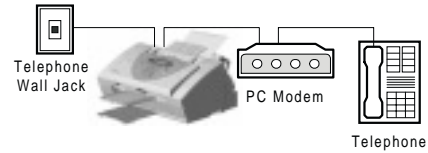
## B. A1500 Answering Machine and Telephone



### A1500 Fax Receive Mode Selections

Mode	Mode Description
FAX	Do not use for this configuration.
TEL	To receive faxes manually, press <b>Start</b> twice on the A1500 or press *9* on the telephone.
ANS/FAX	Receives faxes automatically. The answering machine will answer the call and the A1500 will listen for fax tones. It will intercept the call if fax tones are detected. Set the answering machine to answer in 1 or less rings. The A1500 will pick up after 6 rings.
DRPD	The A1500 answers the learned ring pattern on 2 rings. Make sure that the Answering Machine is set to answer after 4 or more rings if it does not recognize DRPD patterns.

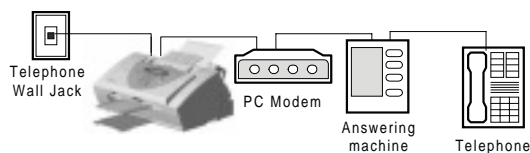
## C. A1500 Computer Modem (Internal or External) and Telephone



### A1500 Fax Receive Mode Selections

Mode	Selection Description
FAX	Receives faxes automatically. Use if computer modem is not set up to answer incoming calls.
TEL	To receive faxes manually, press <b>Start</b> twice on the A1500 or press *9* on the telephone.  Use this mode if you wish to receive faxes through the computer modem instead of the A1500.
ANS/FAX	Use only if computer modem is providing answering machine functionality. Receives faxes automatically. The computer modem will answer the call and the A1500 will listen for fax tones. It will intercept the call if fax tones are detected. Set the computer modem to answer in 1 or less rings. The A1500 will pick up after 6 rings.
DRPD	The A1500 answers the learned ring pattern on 2 rings. Make sure that the computer modem is set to answer after 4 or more rings if it does not recognize DRPD patterns.

## D. A1500, Computer Modem, Answering Machine, and Telephone



### A1500 Fax Receive Mode Selections

Mode	Selection Description
FAX	Do not use for this configuration.
TEL	To receive faxes manually, press <b>START</b> twice on the A1500 or press *9* on the telephone. Also use this mode if you wish to receive faxes through the computer modem instead of the A1500.
ANS/FAX	Receives faxes automatically. The answering machine will answer the call and the A1500 will listen for fax tones. It will intercept the call if fax tones are detected. Set the answering machine to answer in 1 or less rings. The A1500 will pick up after 6 rings. The computer modem should be disabled from answering calls.
DRPD	The A1500 answers the learned ring pattern on 2 rings. Make sure that the computer modem is set to answer after 4 or more rings if it does not recognize DRPD patterns. Also make sure that the answering machine is set to answer after more rings than both the A1500 and computer modem if it does not recognize DRPD patterns.

# Basic Troubleshooting

Many times, verifying that simple things are installed and/or connected properly solves any problem. Before continuing in this section, be sure to check:

- The A1500 has power (the LCD is on)
- The ink cartridges are present.
- The paper is installed.
- The cables and cable connections are secure.

## Clearing Document and Paper Jams

There are two types of paper jams: Document and Paper. A document jam occurs when your original document gets stuck in the A1500 scanner input. A Paper Jam occurs during printing, when the printed paper gets stuck in the printer exit area.



**CAUTION:** Be sure and follow these directions carefully. Do not pull on the document without opening the front control panel. Doing so could harm the A1500.

### Clearing a Document Jam

While scanning documents with your Compaq A1500, you could experience a document jam.

If a document jam occurs, the following message is displayed on the LCD panel:

```
READY    ANS/FAX
CLR DOCUMENT JAM
```

If an original document jams:

1. Open the front control panel.
2. Carefully remove the jammed document. Be sure to remove the entire document to prevent the jam from reoccurring.
3. Ensure that the document input tray is clear.
4. Close the control panel firmly until it clicks into place.
5. Retry.

### Clearing a Paper Jam

Paper may get jammed in the printer exit.

If a paper jam occurs, the following message displays on the LCD panel:

```
REMOVE PAPER JAM
THEN PRESS CLEAR
```

If you experience a jam in the printer exit area:

1. Carefully pull the jammed paper out the paper exit of the A1500.
2. Clear the printer exit tray's path and ensure that the paper in the paper feed is aligned properly.
3. Press the **Stop/Clear** button.

The plain paper feed area can become obstructed. If you experience a jam in the plain paper feed area:

1. Gently pull the jammed paper out.
2. Clear the paper tray.
3. Reload the paper.
4. Press the **Stop/Clear** button.

If the jam occurs inside the A1500:

1. Unplug the A1500 power cord.
2. Open the front control panel and the cartridge compartment cover.
3. Carefully remove the jammed paper.
4. Close the cartridge compartment cover.
5. Close the control panel firmly until it clicks into place.
6. Plug in the power cord

## Error Messages

Occasionally the A1500 may display an error message on the Control Panel's Liquid Crystal Display (LCD) screen. Often, the error can be easily resolved and the current task can be completed. The following table lists the error messages you may encounter, the most probable cause, and a simple solution.

General Error Messages		
SYMPTOM/MESSAGE	CAUSE	SOLUTION
"ADD PAPER THEN PRESS FORM FEED"	<ul style="list-style-type: none"> <li>No paper detected in the paper input tray.</li> <li>Paper in paper input tray but not feeding into printer.</li> </ul>	<ul style="list-style-type: none"> <li>Load paper in the paper input tray then press <b>Form Feed</b>.</li> <li>Remove paper, check that sheets are in good condition and not stuck together. Replace paper and retry, then press <b>Form Feed</b>.</li> </ul>
"CHANGE BLACK INK" Received faxes are stored to memory, not printed.	All-In-One detects that the ink cartridge is empty.	Replace the Black ink cartridge. Replacing the Black ink cartridge and selecting NEW BLACK CARTRIDGE will reset the ink monitoring system and print any faxes in memory. (Note that if you keep the old cartridge installed and tell the system you have installed new cartridges, you may get some more pages printed but you will defeat the ink management system and may lose incoming faxes.)
"CLR DOCUMENT JAM"	A document jam or a very long document was scanned.	Open the cover and remove document or jam.
"REMOVE PAPER JAM THEN PRESS CLEAR"	Paper jam occurred in printer paper path.	Clear paper jam then press <b>CLEAR/STOP</b> . See "Clear Paper Jam" instructions.
"MEMORY TO PRINT"	A copy collate or incoming fax is in memory while the printer is busy.	A copy job will complete when printer becomes available.
"CARTRIDGES?"	No cartridges detected in the A1500.	Open covers and install cartridges then close covers. Press <b>OPTIONS</b> button until the appropriate message displays.  If you are replacing cartridges that were previously in use, then select <b>NONE CHANGED</b> , <b>NEW LEFT</b> , <b>NEW RIGHT</b> or <b>NEW BOTH</b> . Next press the <b>START</b> button. Answer any additional questions by pressing <b>OPTIONS</b> until correct answer appears, then press <b>START</b> .
"ADD RIGHT CART." "ADD LEFT CART."	Cartridge did not detect one of the cartridge locations.	Move cartridge carriage to load position by pressing <b>SETUP-&gt;MENU-&gt;START</b> . Open covers and install or reinstall the indicated cartridge. Close covers. Press <b>OPTIONS</b> button until the appropriate message displays.  If you are replacing cartridges that were previously in use, then select <b>NONE CHANGED</b> , <b>NEW LEFT</b> , <b>NEW RIGHT</b> or <b>NEW BOTH</b> . Next, press the <b>START</b> button. Answer any additional questions by pressing <b>OPTIONS</b> until the correct answer appears, then press <b>START</b> .

## Fax Messages

SYMPTOM/MESSAGE	CAUSE	SOLUTION
"ENTER FAX NUMBER TO DIAL" with beep warning tone and return to READY state.	An attempt to send a fax without entering a fax number.	Enter a fax number before sending a fax.
"LOAD DOCUMENT" with beep warning tone and return to READY state.	An attempt to start a fax operation before loading the document.	Load the document to be copied before pressing <b>START</b> .
"RESOURCE BUSY, TRY LATER" with beep warning tone and return to prior state.	Tried to fax a document with MEMORY XMIT OFF while another fax operation is happening.	Wait for the current fax operation to complete.
"CLR DOCUMENT JAM"	A document jam or very long document was scanned.	Open the cover and remove document or jam.
"DOCUMENT OUT, PLEASE WAIT"	Pressing <b>STOP</b> after document is loaded.	Wait for all document(s) in the document input tray to be fed to the document exit tray.
"FAX SPEED # ? UNDEFINED" with beep warning tone and return to READY state.	Entered a number of an unassigned Speed Send.	Enter an assigned Speed Send number. Use the A1500 Settings Utility to set up Speed Send numbers.
Display "MEMORY FULL!" and returns to READY state	Memory Full occurred while scanning the first page of a document.	Wait for memory to become available, then try again or Turn Memory XMIT off from SETUP or A1500 Settings Utility.
"MEMORY FULL, TO CONTINUE, START "	Memory Full occurred after the first page of a document has been scanned into memory.	Press <b>START</b> and the A1500 will send completely stored pages. Current and remaining pages will not be sent. Pressing <b>STOP/CLEAR</b> will cancel the job.
"NO LINE CONNECTION", beep warning tone and return to READY state.	Phone line disconnected while trying to send a fax.	Check the phone line connection.
"STOP PRESSED, PLEASE WAIT"	STOP key pressed during fax transmission.	Wait for the fax job to be terminated.
"CHANGE BLACK INK MEMORY TO PRINT"	Smart Ink has determined that the ink cartridge is empty. An incoming FAX has been saved to memory.	Faxes will continue to be received to memory (until full). Replace Black ink cartridge to print out received faxes. Replacing the Black ink cartridge and selecting NEW BLACK CARTRIDGE will reset the ink counting system. (Note that if you keep the old cartridge installed and tell the system you have installed new cartridges you may get some more pages printed but you will defeat the ink management system and may lose incoming faxes.)
"MEMORY FULL!"	The memory becomes full while receiving a fax. The A1500 will print out (or save to memory) the received pages.	Sending station should see a transmission error and re-send the fax.
"PC DRPD SETUP FAILED!"	A1500 failed to learn the DRPD tones. Ring pattern not detected. System timed out waiting for ring. Note that DRPD mode can not be selected until a ring pattern has been successfully learned.	Check phone line connection.

## Copy Messages

SYMPTOM/MESSAGE	CAUSE	SOLUTION
"LOAD DOCUMENT" with beep warning tone and return to READY state.	Tried to start a copy operation before loading the document.	Load document to be copied before pressing <b>START</b> .
"ADD PAPER" with beep warning tone and return to READY state.	Tried to start a copy operation with no paper in the paper input tray.	Load paper in the input tray.
"RESOURCE BUSY, TRY LATER" with beep warning tone and return to prior state.	Tried to copy when the scanner is in use. Tried to copy when printer is in use. Tried to start a computer-assisted copy while parallel port is in use by another task.	Verify that the computer is connected and available. Wait for resource to become free then try again.
"REMOVE PAPER JAM THEN PRESS CLEAR"	Paper jam occurred in paper path.	Clear paper jam, then press <b>CLEAR /STOP</b> . See "Clearing Documents and Paper Jam" section.
"DOCUMENT OUT, PLEASE WAIT"	STOP pressed after paper is loaded.	Wait for all document(s) in the document input tray to be fed to the document output tray.
"CLR DOCUMENT JAM"	A document jam or a very long document was scanned.	Open the control panel and remove document or jam.
"PC NOT AVAILABLE" displayed on the LCD panel with a beep warning tone and return to READY state.	Computer is not available for a copy task that required computer assistance (multiple photo or color copies).	Verify that the computer is connected and available. Make sure the cables are connected, the computer is on and not in sleep mode. Retry when the computer is available.
"ADD PAPER THEN PRESS FORM FEED"	Making copies without paper and collate on.	Add paper, press <b>Form Feed</b> and printing will continue.
"ADD PAPER THEN PRESS FORM FEED" with beep warning tone and return to READY state.	Making copies without paper and collate off.	Add paper before attempting to copy.
"MEMORY TO PRINT"	Starting a copy collate or multiple copy operation while the printer is busy.	Copy job will complete when print job is finished.
"MEMORY FULL!"	Collate is off and insufficient memory to copy current sheet of document.	Job will be automatically aborted. Retry when more memory becomes available.
"MEMORY FULL, TO CONTINUE, START"	During a multiple copy operation, the memory became full.	Press <b>START</b> to print (collated) the current full pages scanned so far, then continue the scanning process. Press <b>STOP</b> to cancel the copy operation. <b>Note:</b> Selecting a single copy, turning Copy Collate off, or selecting Copy Print Order as scanned will reduce the memory requirement of the selected copy operation.

## Scan Messages

SYMPTOM/MESSAGE	CAUSE	SOLUTION
"SCAN TO UNDEFINED." with beep warning tone and return to READY state.	Trying to scan to an undefined scan destination.	Use A1500 Settings Utility to define the scan locations.
"LOAD DOCUMENT" with beep warning tone and return to READY state.	Trying to start a scan operation before loading the document.	Load document to be scanned before pressing <b>START</b> .
"RESOURCE BUSY, TRY LATER" with beep warning tone and return to prior state.	Trying a SCAN operation while the scanner is busy.	Verify that the computer is connected and available.
	Trying to scan while parallel port is in use by another task.	Wait for resource to become free then try again.
"CLR DOCUMENT JAM"	A document jam or a very long document was scanned.	Open the cover and remove document or jam.
"DOCUMENT OUT, PLEASE WAIT"	Pressing <b>STOP</b> after document is loaded.	Wait for all document(s) in the document input tray to be fed to the document output tray.
"PC NOT AVAILABLE" with beep warning tone and return to READY state.	There is no response from computer.	Verify that a standard USB cable is connected to the computer and that the computer is on and not in sleep mode.
		Verify that the A1500 software is properly installed and running by selecting A1500 Settings from the Compaq A1500 program group.
		Retry.

## Control Form Messages

SYMPTOM/MESSAGE	CAUSE	SOLUTION
"RESOURCE BUSY, TRY LATER" with beep warning tone and return to prior state.	Trying to scan Control Form sheet while the computer is using parallel port for another job. Trying to print a Control form sheet while computer is using parallel port for another job.	Wait for current computer to printer port activity to complete, then try again.
"CLR DOCUMENT JAM"	A document jam or a very long document was scanned.	Open the cover and remove document or jam.
"DOCUMENT OUT, PLEASE WAIT"	Pressing STOP after paper is loaded	Wait for all document(s) in the document input tray to be fed to the document output tray.
"ADD PAPER" with beep warning tone and return to READY state.	Trying to print a Control Form when no paper is in the paper input tray.	Load paper into the paper input tray.
"CHANGE BLACK INK"	Trying to print a Control Form but Smart Ink has determined that the ink cartridge is empty.	Replace Black ink cartridge. Replacing the Black ink cartridge and selecting NEW BLACK CARTRIDGE will reset the ink counting system. (Note that if you keep the old cartridge installed and tell the system you have installed new cartridges you may get some more pages printed but you will defeat the ink management system and may lose incoming faxes.)
"REMOVE PAPER JAM THEN PRESS CLEAR"	Trying to print a Control Form when a paper jam occurred in the paper path.	Clear paper jam, then press STOP/CLEAR.
"PC NOT AVAILABLE" with beep warning tone and return to READY state.	There is no response from the computer.	Verify that a standard USB cable is connected to the computer and that the computer is on and not in sleep mode. Verify that the A1500 software is properly installed and running by selecting A1500 Settings from the Compaq A1500 program group. Retry.



## Correcting Problems

Some of the problems that you may encounter are listed in the previous tables titled *Error Messages*. Occasionally, other problems may arise that you could solve yourself. They are listed in the following tables along with a possible cause and possible solution.

<b>Fax Problems</b>	
<b>Symptom</b>	<b>Solution</b>
The machine is not working. There is no display. The buttons do not work.	<ul style="list-style-type: none"> <li>• Check the power cord connection.</li> <li>• Check to make sure your electrical outlet is live.</li> <li>• Cycle power to the unit.</li> <li>• Cycle power to the unit leaving it without power for at least five minutes.</li> </ul>
No dial tone (when START key is pressed form READY display.)	<ul style="list-style-type: none"> <li>• Ensure that the telephone cord is connected properly.</li> <li>• Plug another telephone into the phone jack to check the socket.</li> </ul>
The numbers stored in the SPEED SEND memory do not dial correctly.	<ul style="list-style-type: none"> <li>• Make sure the numbers are stored in the memory correctly. To print Speed Send list press SETUP, then press MENU button to select the PRINT REPORT feature. Press the OPTIONS button to select the SPEED SEND LIST. Press START to print.</li> </ul>
The document does not feed into the machine.	<ul style="list-style-type: none"> <li>• Make sure the document is not wrinkled or folded and is not too thick or too thin.</li> <li>• Make sure that the cover is firmly closed.</li> </ul>
Incoming faxes are not received automatically.	<ul style="list-style-type: none"> <li>• Make sure that the A1500 FAX RECEIVE mode is not set to TEL. The current receive mode is displayed in the upper right corner of the LCD panel.</li> <li>• Make sure the extension phone is on the hook properly.</li> <li>• Check to see if there is paper in the paper input tray.</li> <li>• Insufficient memory to receive fax. – (See Memory To Print, Memory Full in “Fax Messages.”)</li> </ul>
Faxes can not be received manually.	<ul style="list-style-type: none"> <li>• Press START twice on the A1500 control panel, or *9* on the EXT phone, before you hang up the handset.</li> </ul>
The machine will not send a fax.	<ul style="list-style-type: none"> <li>• Make sure the document is loaded face down.</li> <li>• Check the machine you are sending to for problems.</li> </ul>
Incoming faxes are incomplete or contain blank spaces.	<ul style="list-style-type: none"> <li>• The machine sending you the fax may be faulty.</li> <li>• A noisy phone line can cause line errors.</li> <li>• Make a copy to check your machine.</li> <li>• The cartridge may be running out of ink. See “Print Quality Problems.”</li> </ul>
Spots on incoming faxes.	<ul style="list-style-type: none"> <li>• Check the phone for line noise.</li> <li>• Run a printer self test to be sure the print head is clean. See “Print Quality Problems.”</li> </ul>
You are receiving poor quality faxes.	<ul style="list-style-type: none"> <li>• The machine sending you a fax may have a dirty scan glass.</li> <li>• Check the phone for line noise.</li> </ul>
Stretched words on incoming faxes.	<ul style="list-style-type: none"> <li>• The machine sending you the fax had a temporary document jam.</li> </ul>
There are vertical lines or stripes on copies or documents you send.	<ul style="list-style-type: none"> <li>• Check your scan glass. It may need to be cleaned. See the Maintaining Your A1500 chapter.</li> </ul>
The machine dials a number, but fails to make a connection with another fax machine.	<ul style="list-style-type: none"> <li>• The fax machine you are trying to reach may be turned off, out of paper, or cannot answer incoming calls.</li> </ul>
Pages have a small strip of text printed at the top with a large blank area below.	<ul style="list-style-type: none"> <li>• You may have selected the wrong paper size setting. See the “Loading Different Size Paper” section.</li> </ul>
Losing characters on the bottom edge of the page.	<ul style="list-style-type: none"> <li>• Set AUTO REDUCTION ON. This control is located in the A1500 Settings Utility on the FAX tab.</li> </ul>

## Print Quality Problems

Symptom	Solution
Light or blurred characters	<ul style="list-style-type: none"> <li>• The print cartridge may be running out of ink.</li> <li>• The print cartridge may need to be cleaned. See “Cleaning Print Cartridges” section.</li> <li>• Make sure you are using the correct type of paper.</li> </ul>
Smudged or dark characters	<ul style="list-style-type: none"> <li>• Make sure you are using the correct type of paper.</li> <li>• The paper should be straight and without wrinkles.</li> <li>• Let the ink dry for a moment before handling the document.</li> <li>• Adjust the Print Quality settings.</li> <li>• The print cartridge may need to be cleaned. See “Cleaning Print Cartridges” section.</li> </ul>
Characters with white lines	<ul style="list-style-type: none"> <li>• The print cartridge may be running low on ink.</li> <li>• Remove and reinstall the print cartridge.</li> <li>• The print cartridge may need to be cleaned. See “Cleaning Print Cartridges” section.</li> </ul>
Color print quality is poor.	<ul style="list-style-type: none"> <li>• Make sure you are using the correct type of paper.</li> <li>• Adjust the Print Quality settings.</li> </ul>
Characters are improperly formed or not aligned correctly.	<ul style="list-style-type: none"> <li>• The media is loaded incorrectly or is an unsupported size or type. Try feeding one sheet at a time.</li> <li>• Make sure you do not have hard-coded spaces at the left margin in your application.</li> <li>• The print cartridge may need to be cleaned. See “Cleaning Print Cartridges” section.</li> <li>• The print cartridge may need to be aligned. See “Aligning Print Cartridges” section.</li> </ul>
Vertical straight lines in tables, borders and graphs are not smooth.	<ul style="list-style-type: none"> <li>• The print cartridge may need to be aligned. See “Aligning Print Cartridges” section.</li> <li>• The print cartridge may need to be cleaned. See “Cleaning Print Cartridges” section.</li> </ul>
Solid black areas on transparencies contain white streaks.	<ul style="list-style-type: none"> <li>• Try changing the fill pattern in your application software.</li> </ul>
Printed color does not match screen color.	<ul style="list-style-type: none"> <li>• The color print cartridge has run out of one or more ink colors. Install a new color ink cartridge.</li> <li>• The print cartridge may need to be cleaned. See “Cleaning Print Cartridges” section.</li> </ul>
Documents are printing black and white instead of color.	<ul style="list-style-type: none"> <li>• The print settings may be incorrect.</li> </ul>
Printer pauses frequently during a print job	<ul style="list-style-type: none"> <li>• If your printer pauses frequently (every two or three lines) during a print job and the printed pages have alternating bands of light and dark print, choose Enable Buffer Mode from the <b>Options</b> tab.               <ol style="list-style-type: none"> <li>1. From the printer’s Control Program, click the <b>Options</b> tab.</li> <li>2. Choose the <b>Enable Buffer Mode</b> option.</li> </ol> </li> </ul>

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## Printing and Copying Problems

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Symptom	Solution
Printer is on, but nothing prints.	<ul style="list-style-type: none"><li>• The printer may be improperly connected to the computer. Check the cable connections at the All-In-One and at the computer.</li><li>• Make sure that the printer cable is a standard USB cable.</li><li>• The USB cable may be defective. Try another cable.</li><li>• Make sure your application has the A1500 selected as the default printer.</li><li>• Make sure there is paper in the paper input tray.</li><li>• Make sure that the paper path is not blocked.</li></ul>
Printer seems to be printing, but no characters are printing.	<ul style="list-style-type: none"><li>• Be sure the tape covering the nozzle of the print cartridge has been removed.</li><li>• The print cartridge may be out of ink.</li></ul>
Unexpected characters print or characters are missing.	<ul style="list-style-type: none"><li>• Make sure that your application has the A1500 selected as the default printer.</li><li>• Check the USB cable connections.</li><li>• The print head may need to be cleaned. See "Cleaning Print Cartridges" section.</li></ul>
Printer prints very slowly.	<ul style="list-style-type: none"><li>• You may be using "High" print quality. Adjust your Print Quality settings to NORMAL or DRAFT.</li><li>• Graphics print more slowly than text.</li><li>• Color prints more slowly than black.</li><li>• Special media prints more slowly than plain paper.</li><li>• If printing in black, make sure the photo cartridge is not installed.</li><li>• Open applications affect print speed. Close other running programs if they are not required.</li></ul>
The Control Panel does not respond.	<ul style="list-style-type: none"><li>• Unplug the A1500 power cord, then plug it back in.</li></ul>
Making a local copy at 100% does not print on a single sheet although the same size paper is in the paper input tray.	<ul style="list-style-type: none"><li>• The A1500 does not know the paper size that is loaded in the printer output tray. Press Setup, use the menu key to select the Paper Size menu. Press the Options button until the correct paper size (letter, legal, A4) is displayed.</li></ul>
Page does not print.	<ul style="list-style-type: none"><li>• Complicated page formats may not be printable on the printer. Too many fonts and/or complex graphics can cause this problem. Simplify your page.</li></ul>
The A1500 does not respond.	<ul style="list-style-type: none"><li>• Unplug the A1500's USB cable for at least 10 seconds, then reconnect.</li><li>• Unplug the A1500 power cord, then plug back in.</li><li>• Restart Windows.</li></ul>

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## Paper Feeding Problems

Symptom	Solution
Paper is jammed	<ul style="list-style-type: none"><li>• Clear the paper jam. See section, "Clearing Document And Paper Jams."</li></ul>
Paper sticks together.	<ul style="list-style-type: none"><li>• Make sure there is not too much paper in the paper input tray.</li><li>• Make sure you are using the correct type of paper.</li><li>• Fan the paper to allow some air between the sheets.</li><li>• Humid conditions may cause some paper to stick together.</li></ul>
Paper fails to feed.	<ul style="list-style-type: none"><li>• Make sure there is not too much paper in the paper input tray.</li><li>• Some types of paper may require more than one sheet of paper to be loaded in the input tray to feed correctly.</li><li>• Make sure that the envelope guide is not in the install position.</li><li>• Remove any obstructions from inside the printer.</li><li>• Press Form Feed to retry.</li></ul>
Multiple sheets of paper fed.	<ul style="list-style-type: none"><li>• Make sure there is not too much paper in the paper input tray.</li><li>• Load paper of only one type, size, and weight.</li><li>• Do not force paper down into the printer when loading.</li><li>• If multiple sheets have caused a paper jam, clear the paper jam.</li></ul>
Paper skews or buckles in the paper bin.	<ul style="list-style-type: none"><li>• Make sure there is not too much paper in the paper input tray.</li><li>• Make sure the paper guide does not push the paper and cause it to bow.</li><li>• Make sure you are using the correct type of paper.</li><li>• Do not force paper down into the printer when loading.</li><li>• Make sure that the right side of the paper is aligned with the right edge of the feeder and the left paper guide is set against the left side of the paper.</li><li>• Make sure that the envelope guide is not in the envelope position.</li></ul>
Envelopes skew or fail to feed correctly in the paper bin.	<ul style="list-style-type: none"><li>• Make sure that the paper guide is against the left side of the envelopes.</li></ul>
Transparencies stick together in the paper exit.	<ul style="list-style-type: none"><li>• Use only transparencies designed for Inkjet Printers.</li><li>• Remove each transparency as it exits from the printer.</li></ul>

## Scanning and Copying Problems

Symptom	Solution
Cannot scan a document into memory.	<ul style="list-style-type: none"><li>• Make sure you load the document to be scanned into the document tray.</li><li>• Clear the problem that is preventing received documents that are stored in the memory from printing, i.e. low black ink or a paper jam.</li><li>• If there are any outgoing faxes stored in the memory waiting to be sent, print out the received documents that are stored in memory.</li></ul>
Scanning very slowly.	<ul style="list-style-type: none"><li>• Graphics are scanned more slowly than text and color is slower than black. Increasing resolution will slow scanning.</li><li>• Adding more memory to the computer can dramatically improve scanning speed, especially for higher resolution color images. If there is a lot of disk activity when scanning is the only application running on the computer, this is a good indication that additional memory is needed.</li></ul>
"There is no document or the document is loaded improperly. Insert the document properly and try again," message appears on the screen.	<ul style="list-style-type: none"><li>• Insert the document properly and push it down until the A1500 grips the document.</li></ul>
"Scanner is busy receiving or printing data. When the current job is completed, try again," message appears on the screen.	<ul style="list-style-type: none"><li>• Your scanner may be busy with a copying or faxing job. When the current job is completed, try again.</li></ul>
"The scanner driver is not installed or an operation environment is not set up properly. Reinstall the scanner driver and try again," message appears on the screen.	<ul style="list-style-type: none"><li>• Make sure that the application selects the Compaq A1500 Scanner as the Twain Scanner</li><li>• Reinstall the scanner driver by re-installing the A1500 software.</li></ul>
"Port is disabled. Check if the port is properly connected, or power is on. Then restart your computer," message appears on the screen.	<ul style="list-style-type: none"><li>• I/O errors can occur during scanning. Check the cable and cable connections.</li></ul>
"Port is disabled. Check if the port is properly connected, power is on, scanner is not busy," message appears on the screen.	<ul style="list-style-type: none"><li>• The printer cable may be improperly connected or the power may be turned off. Check the cable. Make sure the power is turned on.</li></ul>
Vertical black line or strip over the entire length of the scan or copy.	<ul style="list-style-type: none"><li>• Contaminated scanner lens. See the Maintaining Your A1500 chapter for cleaning instructions.</li></ul>

# Regulatory and Safety Notices

## Federal Communication Commission Notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio or television technician for help.

### Modifications

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by Compaq Computer Corporation may void the user's authority to operate the equipment.

### Cables

Connections to this device must be made with shielded cables with metallic RFI/EMI connector hoods in order to maintain compliance with FCC Rules and Regulations.

## Declaration Of Conformity For Products Marked With The FCC Logo—United States Only

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

For questions regarding your product, call 1-800-652-6672 (1-800-OK COMPAQ) or contact:

Compaq Computer Corporation  
P. O. Box 692000, Mail Stop 530113  
Houston, Texas 77269-2000

For questions regarding this FCC declaration, call 1-281-514-3333 or contact:

Compaq Computer Corporation  
P. O. Box 692000, Mail Stop 510101  
Houston, Texas 77269-2000

To identify this product, refer to the Part, Series, or Model number found on the product.

## Canadian Notice

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

## Avis Canadien

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

## Japanese Notice

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラス B 情報技術装置です。この装置は、家庭環境で使用することを目的としています。この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

## European Union Notice

Products with the CE Marking comply with both the EMC Directive (89/336/EEC) and the Low Voltage Directive (73/23/EEC) issued by the Commission of the European Community.

Compliance with these directives implies conformity to the following European Norms (in brackets are the equivalent international standards):

- EN55022 (CISPR 22) - Electromagnetic Interference
- EN50082-1 (IEC801-2, IEC801-3, IEC801-4) - Electromagnetic Immunity
- EN60950 (IEC950) - Product Safety

## Safety

Safety is important when you are operating your unit. Follow the guidelines in this section to enjoy your experience.

## Power Cords

If you were not provided with a power cord for your unit, you should purchase a power cord that is approved for use in your country.

The power cord must be rated for the product and for the voltage and current marked on the product's electrical ratings label. The voltage and current rating of the cord should be greater than the voltage and current rating marked on the product. In addition, the diameter of the wire must be a minimum of 0.75 mm<sup>2</sup> /18AWG, and the length of the cord must be between 5 feet (1.5 m) and 6 ½ feet (2m). If you have questions about the type of power cord to use, contact your Compaq authorized service provider.

A power cord should be routed so that it is not likely to be walked on or pinched by items placed upon it or against it. Particular attention should be paid to the plug, electrical outlet, and the point where the cord exits from the product.



**WARNING:** Only authorized technicians trained by Compaq should attempt to repair this equipment. All troubleshooting and repair procedures are detailed to allow only subassembly / module-level repair. Because of the complexity of the individual boards and subassemblies, no one should attempt to make repairs at the component level or make modifications to any printed circuit board. Improper repairs can create a safety hazard.

## U.S. Regulations Governing the Use of Modems

This equipment complies with Part 68 of the FCC rules. Located on the rear of the Compaq A1500 All-In-One is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. Upon request, you must provide this information to your telephone company.

## Ringer Equivalence Number

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most areas (but not all), the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your telephone line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

The REN for this device is 0.5B.

A FCC Compliant 6-position modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible 6-position modular jack which is FCC Part 68 Compliant.

If your telephone equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. However, if advance notice is not practical, you will be notified as soon as possible. You will also be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

If you experience trouble with this telephone equipment, contact your local telephone company for information on obtaining service or repairs. The telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

For the Compaq Customer Support Center and your nearest Compaq Authorized reseller in North America, call 1-800-345-1518 or write:

Compaq Customer Support Center  
P.O. Box 692000  
Houston, Texas 77269-2000

## Telephone Consumer Protection Act of 1991

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone facsimile machine unless such message clearly contains, in a margin at the top or bottom of each transmitted page, or on the first page of the transmission, the date and time it is sent and an identification of the business, or entity, or individual sending the message and the telephone number of the sending machine or such business, or entity, or individual.

## Canadian Regulations Governing the Use of Modems

**NOTE:** The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing the equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.



**CAUTION:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority or an electrician.

**NOTICE:** The Ringer Equivalence Number (**REN**) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices, subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed **5**.

The **Ringer Equivalence Number (5)** for this device is 0.5B.

For the location of the authorized Canadian maintenance facility nearest you, call 1-800-263-5868 or contact:

Compaq Canada, Inc.  
45 Vogell Road  
Richmond Hill, Ontario LA5B 3P6


## General Precautions for Compaq Products

Retain the product's safety and operating instructions for future reference. Follow all operating and usage instructions. Observe all warnings on the product and in the operating instructions.

To reduce the risk of fire, bodily injury, and damage to the equipment, observe the following precautions.

- **Damage Requiring Service**  
Unplug the product from the electrical outlet and take the product to a Compaq authorized service provider under the following conditions:
  - The power cord, extension cord, or plug is damaged.
  - Liquid has been spilled or an object has fallen into the product.
  - The product has been exposed to water.
  - The product has been dropped or damaged in any way.
  - There are noticeable signs of overheating.
  - The product does not operate normally when you follow the operating instructions.



- **Servicing**  
 Except as explained elsewhere in the Compaq documentation, do not service any Compaq product yourself. Opening or removing covers that are marked  may expose you to electric shock. Service needed on components inside these compartments should be done by a Compaq authorized service provider.
- **Mounting Accessories**  
 Do not use the product on an unstable table, cart, stand, tripod, or bracket. The product may fall, causing serious bodily injury and serious damage to the product. Use only with a table, cart, stand, tripod, or bracket recommended by the manufacturer, or sold with the product. Any mounting of the product should follow the manufacturer's instructions, and should use a mounting accessory recommended by the manufacturer.
- **Ventilation**  
 Slots and openings in the product are provided for ventilation and should never be blocked or covered since these ensure reliable operation of the product and protect it from overheating. The openings should never be blocked by placing the product on a bed, sofa, carpet, or other similar flexible surface. The product should not be placed in a built-in apparatus such as a bookcase or rack unless the apparatus has been specifically designed to accommodate the product, proper ventilation is provided for the product, and the manufacturer's instructions have been followed.
- **Water and Moisture**  
 Do not use the product in a wet location.
- **Grounded (Earthed) Products**  
 Some products are equipped with a three-wire electrical grounding-type plug that has a third pin for grounding. This plug only fits into a grounded electrical outlet. This is a safety feature. Do not defeat the safety purpose of the grounding-type plug by trying to insert it into a non-grounded outlet. If you cannot insert the plug into the outlet, contact your electrician to replace the obsolete outlet.
- **Power Sources**  
 The product should be operated only from the type of power source indicated on the product's electrical ratings label. If you have questions about the type of power source to use, contact your Compaq authorized service provider or local power company. For a product that operates from battery power or other power sources, refer to the operating instructions included with the product.
- **Accessibility**  
 Be sure that the power outlet you plug the power cord into is easily accessible and located as close to the equipment operator as possible. When you need to disconnect power to the equipment, be sure to unplug the power cord from the electrical outlet.
- **Power Cords**  
 If you have not been provided with a power cord for your unit or for any AC-powered option intended for use with your unit, you should purchase a power cord that is approved for use in your country.  
  
 The power cord must be rated for the product and for the voltage and current marked on the product's electrical ratings label. The voltage and current rating of the cord should be greater than the voltage and current rating marked on the product. In addition, the diameter of the wire must be a minimum of 0.75 mm<sup>2</sup> / 18AWG and the cord should be between 5 and 6.5 feet (1.5 and 2 meters) long. If you have questions about the type of power cord to use, contact your Compaq authorized service provider.  
  
 Route the power cord so that it will not be walked on, tripped over, or pinched by items placed upon or against it. Pay particular attention to the plug, electrical outlet, and the point where the cord exits the product.
- **Protective Attachment Plug**  
 In some countries, the product cord set may be equipped with a wall plug having overload protection. This is a safety feature. If the plug needs to be replaced, be sure the Compaq authorized service provider uses a replacement plug specified by the manufacturer as having the same overload protection as the original plug.

- **Extension Cord**  
If an extension cord or power strip is used, make sure that the cord or strip is rated for the product and that the total ampere ratings of all products plugged into the extension cord or power strip do not exceed 80% of the extension cord or strip ampere ratings limit.
- **Overloading**  
Do not overload an electrical outlet, power strip, or convenience receptacle. The overall system load must not exceed 80% of the branch circuit rating. If power strips are used, the load should not exceed 80% of the power strip input rating.
- **Cleaning**  
Unplug the product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- **Heat**  
The product should be placed away from radiators, heat registers, stoves, or other pieces of equipment (including amplifiers) that produce heat.
- **Replacement Parts**  
When replacement parts are required, be sure the service provider uses replacement parts specified by Compaq.
- **Safety Check**  
Upon completion of any service or repairs to the product, have your Compaq authorized service provider perform safety checks to determine that the product is in proper operating condition.
- **Options and Upgrades**  
Use only the options and upgrades recommended by Compaq.
- **Object Entry**  
Never push a foreign object through an opening in the product.
- Do not connect or use a modem or telephone (other than a cordless type) during a lightning storm. There may be a remote risk of electric shock from lightning.
- Never connect or use a modem or telephone in a wet location.
- Do not plug a modem or telephone cable into the Network Interface Card (NIC) receptacle.
- Disconnect the modem cable before opening a product enclosure, touching or installing internal components, or touching an uninsulated modem cable or jack.
- Do not use a telephone line to report a gas leak while you are in the vicinity of the leak.

## **Precautions for Products with Modems, Telecommunications, or Local Area Network Options**

In addition to the general precautions described earlier in this chapter, be sure to observe the following precautions when operating telecommunications and network equipment. Failure to observe these precautions could result in fire, bodily injury, and damage to the equipment.

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